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EFFICIENT PATTERNS FOR ADEQUATE LIBRARY SERVICE IN A LARGE CITY: A SURVEY OF BOSTON

by
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College Library
Garden City, New York

University of Illinois
Graduate School of Library Science
Monograph Series

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INTRODUCTION

Since the latter part of the nineteenth century, branch libraries and other extension agencies have been established in all American cities and towns of appreciable size to make public library service more accessible to residents living in outlying areas who could not easily reach the main library. A branch library has, with a few exceptions,[1] been envisaged as a main library in miniature, offering the full range of services—on a more limited scale than the large, centrally located main library—to adults, young adults, and children within its service area. The aim has not been to make a branch as complete or self-sufficient as the main library, or to offer services as extensive or varied, but rather to make a range of library service conveniently available to all residents of the municipality.

Public library administrators are being compelled to re-examine their objectives and programs for providing library service to all because of the growth of suburbs and the decline of the central city, population shifts within cities, the need to promote library use by non-users, the increasing costs of providing library service, the increasing use of libraries by students, and the greater mobility of adults and young adults which has been made possible by the automobile and mass transportation facilities.

For purposes of this investigation, the author accepted the current thinking of the library profession with regard to public library objectives and services, as represented by the standards issued by the American Library Association in 1956.[2] While the objectives may be similar for all public libraries, it has been assumed that several different patterns of service may be used. It was the aim of this study to determine the most efficient schemes for providing adequate public library service to all residents of a typical large city. Adequate public library service requires a sufficient number of accessible library outlets that are open enough hours per week and have suitable physical facilities, adequate collections of books and other material, sufficient numbers of professional and nonprofessional staff to handle the workload, and a program of services designed to satisfy community needs.

To the area which a branch library serves, it not only represents, but is, the whole library system. Although a branch library in a typical city with more than 500,000 inhabitants cannot be expected to offer the persons who use it the large collections and specialized services of the main library, it is assumed that the branch can be expected to provide adequate public library service. For this study "adequate public library service" was defined as the level of service provided by the main library in independent cities and towns in Massachusetts serving populations between about 20,000 and 100,000 persons.

In spite of the fact that large book resources may be theoretically available to the users of all outlets in a large city library system, as well as to the patrons of smaller independent public libraries, through interlibrary loan service, it was assumed that adequate book collections should be on hand in local public library outlets when users visit the local units for service.

The branch library system of the city of Boston, Massachusetts, was used as the subject of the study because the Boston Public Library offered a network of branches that appeared to be representative of public library systems in cities with more than 500,000 inhabitants. Smaller municipal libraries in Massachusetts—especially those in Framingham, Lexington, Malden, and New Bedford—were used as cross-checks. In addition, two high school library collections were evaluated for the sake of comparison.

The 1960 decennial census reports that Boston, the thirteenth largest city in the United States, had a population of 697,197 inhabitants and a land area of 47.8 square miles, giving it an average of 14,586 persons per square mile.[3] The city of Boston may be thought of as divided into nine districts, as follows:

1. Boston Proper (including Back Bay, North End, South End, and West End) had a population of 109,761 inhabitants and a land area of about four square miles, giving it an average of approximately 27,440 persons per square mile.
2. Brighton had a population of 64,282 inhabitants and a land area of about five square miles, giving it an average of approximately 12,856 persons per square mile.

3. Charlestown had a population of 20,147 inhabitants and a land area of about one square mile.

4. Dorchester (including Ashmont, Codman Square, Columbia Point, Fields Corner, Lower Mills, Mattapan, Meetinghouse Hill, Mount Bowdoin, Neponset, Savin Hill, and Uphams Corner) had a population of 186,639 inhabitants and a land area of about nine square miles, giving it an average of approximately 20,738 persons per square mile.

5. East Boston had a population of 43,809 inhabitants and a land area of about six square miles, giving it an average of approximately 7,302 persons per square mile.

6. Hyde Park had a population of 33,123 inhabitants and a land area of about six square miles, giving it an average of approximately 5,521 persons per square mile.

7. Roxbury (including Egleston Square, Grove Hall, Jamaica Plain, and Parker Hill) had a population of 120,290 inhabitants and a land area of about five square miles, giving it an average of approximately 24,058 persons per square mile.

8. South Boston had a population of 43,959 inhabitants and a land area of about three square miles, giving it an average of approximately 14,653 persons per square mile.

9. West Roxbury (including Roslindale) had a population of 66,795 inhabitants and a land area of about eight square miles, giving it an average of approximately 8,349 persons per square mile.

In addition, the 1960 decennial census reports that 7,463 persons lived on vessels in Boston Harbor and 1,812 persons on islands in the harbor belonging to Boston; these islands comprise in toto about one square mile of land area.[4]

The Boston Public Library was founded in 1852. Since the opening of the East Boston branch library in 1871, more than thirty outlets were added to the system.[5] During the period of this study, October, 1962, through September, 1963, the network of library outlets consisted of the central library at Copley Square in the Back Bay section of Boston Proper, twenty-six stationary branch libraries (two in Boston Proper, three in Brighton, one in Charlestown, seven in Dorchester, two in East Boston, one in Hyde Park, six in Roxbury, two in South Boston, and two in West Roxbury), and three bookmobiles—plus a small unit maintained at Boston City Hospital and a specialized business reference branch in the downtown commercial area, about one and one-quarter miles from Copley Square.

This study was almost exclusively concerned with the operation of the Division of Home Reading and Community Services of the Boston Public Library, which provides general library materials and services to satisfy the informational, educational, cultural, and recreational needs of all individuals and groups in the neighborhoods served by library outlets. Specialized library materials, information, and research services are provided by another division of the library, the Division of Reference and Research Services, which operates most of the public service departments in the central library as well as the business reference branch.

Regarding the smaller municipal libraries used as cross-checks, in 1960, Framingham Town Library served 44,526 persons residing in a land area of 24.1 square miles, or 1,848 persons per square mile;[3] four stationary outlets and a bookmobile were provided. Lexington, a town with a population of 27,691 inhabitants and a land area of 16.5 square miles, had a population density of 1,678 persons per square mile;[3] in addition to Cary Memorial Library, the main library, there is a branch library in East Lexington. The city of Malden had a population of 57,676 inhabitants and a land area of 4.8 square miles, giving it an average of 12,016 persons per square mile;[3] Malden Public Library maintains a main library and four stationary branches. New Bedford, a city with a population of 102,477 persons and a land area of 19.1 square miles, had a population density of 5,365 persons per square mile;[3] the Free Public Library of New Bedford provides service through a central library, three stationary branches, and a bookmobile.

The two high school library collections examined were in the following Massachusetts schools: Girls Latin School, Boston, a public school for academically superior girls in grades seven through twelve with an enrollment of 1,520 girls in September, 1962; and Newton South High School, Newton, a public co-educational school providing academic courses to about 1,600 students in grades ten through twelve in September, 1963.[7]

The feasibility of providing adequate library service to children and young adults through the coordination of school library service and public library service to children and young adults was not investigated. The socio-economic characteristics of library users were also generally ignored. Another matter not explored as part of this project was the possibility of adequate public library service being offered to residents of outlying areas of Boston through cooperative agreements involving the Boston Public Library and smaller independent public libraries in neighboring suburbs.

CHAPTER I. HYPOTHESES AND RELATED MATTERS

In connection with determining the most efficient patterns for providing adequate public library service to all residents of a typical large city, in this case Boston, Massachusetts, several hypotheses were formulated for testing. The first hypothesis was that public library service outlets were not equally accessible to all residents of Boston—adults, young adults, and children. "Adults" were defined as persons nineteen years of age and older; "young adults" were defined as those from fourteen through eighteen years of age; and "children" were defined as those from five through thirteen years of age.

It was assumed that all Bostonians should have equal access to public library service in line with the democratic ideal of equal opportunity for all. "Accessibility" refers to the ease with which service of specified quality may be obtained, and is dependent upon the age of the user, among other factors. Although the distance traveled from one's home to the library may be equal for a normal adult or young adult and a small child, the adult or young adult has greater access because (1) he can walk longer distances without tiring; (2) he can more easily use means of transportation other than his feet; (3) he does not require supervision while traveling; and (4) he can cope with traffic hazards and geographic barriers, such as highways, bridges, hills, railroad tracks, parks and industrial areas, more easily than a child can. Therefore, for effectively equal access in terms of distance, library service outlets for children must be provided at shorter intervals than library service outlets for adults and young adults.

What is the maximum distance that a small child could easily walk to reach a public library? There is no precise answer to this question because many variables—including the presence of traffic hazards and geographic barriers, the physical development, emotional maturity, and motivation of the child, and the policy of the community toward travel by small children—have to be considered. The presence of traffic hazards and geographic barriers reduces the distance that a child can walk with convenience and safety. The more physically developed, emotionally mature, and highly motivated a child is, the farther he can be expected to travel.

Communities differ in their policies toward travel by small children. Evidence of this may be seen in the pupil transportation laws of the various states. Although some states do not specify minimum distances that pupils must travel between their homes and schools to be entitled to free bus transportation, many states do; specified distances vary from five-eighths of a mile to four miles.[1] Stated in different terms, the maximum distances that children could walk (or have transportation provided by their parents) vary from five-eighths of a mile to four miles, depending upon the prevailing opinions in the different states. In Massachusetts, free transportation is mandatory when pupils have to walk two miles or more between homes and schools.[2]

Library service outlets for children are not quite comparable to schools because attendance in elementary schools is compulsory while visits to public libraries are generally voluntary. Nevertheless, the maximum distance that a small child is expected to walk to elementary school may serve as a guide to the maximum distance between homes or schools and library service outlets for children.

A search of library literature and educational literature reveals a variety of opinion among authorities concerning the maximum distance for young children to walk each way to and from school or the library. Three consultants on school construction—without referring to objective data—recommend half a mile as the maximum distance for elementary school pupils to walk to school.[3] While not citing empirical studies, the surveyors of extension service for youth at the Los Angeles Public Library suggest that half a mile be the maximum distance that youngsters travel from the school to the public library.[4] Similarly, Shaw's study of libraries in metropolitan Toronto specifies half a mile as the maximum walking distance for a child in search of public library service, but no substantiating evidence is supplied.[5] A Wyoming school official's doctoral thesis indicates that elementary school pupils in well-populated areas should not have to walk more than three-quarters of a mile one way to school,

but objective data are not cited.[6] Finally, McColvin offers his opinion that children's libraries should be "certainly not more than a mile from their homes or their schools and preferably less."[7]

On the basis of whatever authoritative opinions were available, the assumption was made for purposes of this study that the maximum walking distance for a small child should be half a mile; therefore, a library more than half a mile from a child's home or school would be effectively inaccessible in terms of distance.

What is the maximum distance that an adult or young adult could easily travel to reach a library? As in the case of a small child, there is no pat answer because of many factors that have to be considered; however, some empirical studies have been made. In 1933, Horwitz reported that a survey of patrons of the Duluth Public Library revealed that a branch library in the main section of the city attracts mostly persons living within a half mile radius of the branch, a branch library in an isolated suburb draws well for a distance of three-quarters of a mile, and "the main library building, because of its central location, longer hours of service, greater book selection, and superior service, attracts city-wide patronage, but residents beyond a radius of two miles use it infrequently."[8] Wert's 1937 paper on the relative effectiveness of two branch libraries in St. Louis indicates that half a mile is the maximum distance most adults are willing to travel to reach a branch.[9] Finally, an investigation by Blackburn in 1948 involving two similar branches of the New York Public Library, one large and the other small, shows that adults are generally willing to travel one and one-half miles to obtain superior library service in a large branch, but only three-quarters of a mile to obtain service in a small branch; this statement is true mainly with respect to male patrons, since female patrons tend to travel no more than three-quarters of a mile.[10]

On the basis of the objective data available, it was assumed that one and one-half to two miles should be the maximum distance for an adult or young adult to travel to obtain library service. For effectively equal access, there would have to be a public library outlet located within one and one-half to two miles of every adult's or young adult's home and within half a mile of every child's home.

The second hypothesis was that adequate public library service was not available to all residents of Boston, even if outlets were equally accessible to all. As defined earlier (see "Introduction") "adequate public library service" referred to the level of service provided by the main library in independent cities and towns in Massachusetts serving populations between about 20,000 and 100,000 persons. This population range was selected because it corresponded roughly to the range of populations within the nine districts of Boston.[11] It was assumed that a branch library should provide the same level of service as the main library in a small municipality serving the same number of people. Furthermore, the assumption was made that most adults and young adults use public library outlets no more than two miles from their homes while most children use outlets no more than half a mile from their homes.

A third hypothesis was that a high school library with a stock of materials that met established standards[12] provided collections that were superior in quality to the adult and young adult collections of a typical branch library in Boston.

An attempt was made to determine if—in place of the present branch library system—a network consisting possibly of seven large library service outlets (hereafter referred to as "regional libraries"), each serving a population of about 100,000 persons (one-seventh of Boston's 1960 inhabitants) residing within a land area of about seven square miles (approximately one-seventh of Boston's land area) —plus many small library service outlets (hereafter referred to as "neighborhood libraries"), each serving primarily children residing within land areas of less than one square mile that are part of the larger areas served by regional libraries—would result in (1) all Bostonians having effectively equal access to adequate public library service, and (2) better utilization of staff than is possible with the present branch library system. With a regional library system for Boston, each regional library would, in effect, be the main library for a region—with neighborhood libraries serving most of the functions of branch libraries in the present system. It was assumed that the Boston Public Library would continue supplying library service to elementary school pupils, even in the event that school libraries—which are presently lacking in Boston—were established.

Finally, an attempt was made to determine if the costs of establishing and maintaining a regional library system for Boston designed to provide adequate public library service to all residents would be less than the costs of establishing and maintaining a conventional branch library system designed to provide an equivalent level of service.

CHAPTER II. METHODOLOGY

Before the most efficient patterns for providing adequate public library service to all residents of a typical large city such as Boston, Massachusetts, could be determined, the present levels of service and the extent of use of existing library service had to be evaluated.

Measures of accessibility include the distance that the user must travel to obtain service, the travel time, and the number of hours per week that the service agency is open to the public. In this study, accessibility was measured by determining the distances between stationary outlets, both in terms of miles and in terms of travel time by public transit facilities and on foot, and the extent to which outlets were distributed throughout the city of Boston. Bookmobile stops were not included because bookmobiles can provide few adult services other than book distribution.[1]

As discussed earlier, a public library outlet should be located within one and one-half to two miles of every adult's or young adult's home and within half a mile of every child's home to provide effectively equal access to all Bostonians. In terms of travel time, it seems reasonable that no adult or young adult should have to travel more than twenty minutes by public transportation—including waiting time—and no child should have to walk more than twenty minutes to obtain adequate public library service.

Statistics on hours of service per week were gathered for all public library outlets in Boston. These were compared with statistics for all independent libraries in Massachusetts serving populations of 20,000 to 100,000 persons—populations roughly comparable in size to those of Boston's nine districts.

To determine the adequacy of physical facilities, data on the age, ownership, physical condition, and layout of buildings housing branch libraries, and on the floor space, meeting rooms, seating capacities of reading areas and meeting rooms, audio-visual equipment, bulletin boards, and display areas, were gathered and evaluated in line with the following criteria:

1. Branch libraries should be housed in attractive, well-lighted buildings not more than thirty years old.
2. All public service areas should be grouped on one floor so that effective control can be maintained from a single service point, if possible.
3. There should be sufficient space for materials, patrons, and staff.
4. There should be meeting rooms for group services.
5. Audio-visual equipment should be available so that recordings, films, and other non-book materials may be examined by individuals and groups.
6. There should be bulletin boards and display areas to serve as vehicles for publicity.

The adequacy of collections was measured by quantitative and qualitative means. The size of branch collections was compared to the size of collections in the libraries of all independent municipalities in Massachusetts ranging in size from 20,000 to 100,000 population. It was assumed that communities with populations of comparable size should have accessible to them library collections of comparable size.

In order to analyze branch library service on a per capita basis, it was necessary to estimate the populations served by the various branches. Registration statistics for the entire system were of no value because they were not divided by outlet; besides, not all potential users were registered borrowers. Populations served by branches were estimated from statistics gathered during the 1960 decennial census for census tracts in Boston.[2] The assumptions underlying the estimating procedures were:

1. Significant changes had not occurred in the size and distribution of Boston's population since 1960.
2. Within census tracts, population was evenly dispersed so that dividing a tract geographically resulted in equal populations inhabiting equal parts of the tract.

3. People used only the library outlets closest to their homes, unless topographic factors necessitated the use of the next nearest outlets.

4. Bookmobile stops were not counted, all inhabitants of Boston—except for the 9,275 persons residing on vessels and islands in Boston Harbor—being assigned to a stationary outlet.

Branch book collections were compared quantitatively on absolute and per capita bases with collections in all independent Massachusetts public libraries serving populations of 20,000 to 100,000 persons. The budgets for the purchase of books and periodicals were also analyzed.

The quality of book and periodical collections was evaluated with the use of specially developed checklists. The assumption was made that all adequate library collections, regardless of the differences among the communities served, should include certain standard titles that had been highly recommended by several established authorities. The checklists of books that were used in this study consisted only of items that had been chosen as highly desirable for basic collections by at least two nationally respected compilers of book selection tools. It was known that these lists were not perfect instruments, but they represented what was thought to be the consensus of professional opinion. Although there could not be complete agreement on checklists, the same lists were used in evaluating branch collections, collections in the main public libraries at Boston, Framingham, Lexington, Malden, and New Bedford, and collections in the two high school libraries; therefore, the results obtained were comparable.

No titles published after December 31, 1961, appeared on the checklists so that all libraries checked would have had an opportunity to acquire the items and add them to their collections before the checking, which was carried on during 1963. Although a separate list was compiled for checking children's collections, separate lists were not prepared for adult and young adult titles because of the great extent of duplication; approximately 80 percent of the titles in a young adult collection should be adult books, according to established standards.[3]

The checklist of five hundred children's titles contained both fiction and nonfiction which appeared on at least two of the following bibliographies: Children's Catalog, 10th edition (New York, H. W. Wilson, 1961), plus the 1962 supplement (double-starred titles only); 3300 Best Books for Children, 1962 edition (see below); Mary K. Eakin's Good Books for Children . . ., (revised and enlarged edition, Chicago, University of Chicago Press, 1962); and Hilary J. Deason's The Science Book List for Children, (Washington, D. C., American Association for the Advancement of Science, 1960[double-starred titles only]). There was a double stress, in the instrument which was developed, upon books included in the Children's Catalog, since Catalog of 3300 of the Best Books for Children . . . (New York, R. R. Bowker, 1962) was largely based upon the Wilson Company publication; this duplication was considered desirable.

Initially, 947 titles were obtained through a comparison of the foregoing standard lists—about 340 from checking the double-starred titles in the Children's Catalog against 3300 Best Books, about ten additional titles from matching Good Books with the Children's Catalog, about 550 more from a comparison of 3300 Best Books with Good Books, and an additional forty-five by introducing the double-starred titles from Science Book List to the compilation; the latter specialized list was included because of the weakness of the general standard lists in the area of science. The 947 titles were reduced in number to 500 by the use of a table of random digits after they were arranged in alphabetical order by author and assigned numbers ranging from 001 for Adler's Dust to 947 for Zolotow's Storm Book.

Only in cases where there was agreement among any two of the bibliographies concerning the edition of a title was the given title acceptable for the checklist; when more than one edition was acceptable, only the latest one was included. If no two bibliographies agreed upon a particular edition of a title, the title was omitted. In the case of items undergoing continuous revision, such as encyclopedias, editions published between 1958 and 1961 were acceptable because it was assumed that they are out of date within five years; to include only 1961 editions of such items on the checklist was considered unfair to the libraries being studied. Because 3300 Best Books and Good Books included books for the young adult of high school age, as well as the child, there were fourteen titles among the 500 on the checklist that duplicated titles on the lists for adults and young adults before the titles were deleted from the latter lists.

Since the user of a library is generally granted permission to obtain books from any collection —adult, young adult, or children's—when the need arises, it was assumed that there need not necessarily be three copies of a book such as Verne's Twenty Thousand Leagues Under the Sea found in each of the libraries; consequently, a given title appeared only on one of the checklists, unless there

was a special edition of it recommended for a given age group. The collections in a library were treated as a unit during the application of the checklists.

A checklist of adult and young adult fiction was compiled from double-starred titles in the Fiction Catalog, 7th edition, (New York, H. W. Wilson Co., 1960) plus the 1961 supplement, and in the Basic List of Adult Books for Branches of the D. C. Public Library, (Washington, D. C., Public Library, 1960); 3000 Books for Secondary School Libraries, (New York, R. R. Bowker, 1961); and annual listings of "Notable Books"[4] and "Interesting Adult Books for Young People"[5] for 1961, both prepared by committees of the ALA. The instrument which was developed placed more emphasis upon adult titles than upon books for young adults.

Matching of double-starred titles from the Fiction Catalog and the D. C. Public Library list yielded 172 titles for the checklist; eighty-five more titles were added by comparing the fiction titles in 3000 Books with the double-starred entries in the Fiction Catalog and the D. C. Public Library list; introducing the other two listings supplied eight more titles. Of the 265 titles appearing on at least two lists, eight were deleted from the final adult and young adult fiction checklist because they appeared on the checklist of children's books.

As with children's books, only in cases where there was agreement among at least two bibliographies concerning the edition of a title was the given title acceptable for the fiction checklist. In cases where one bibliography listed an anthology and another listed each of the parts of the anthology as separate works, the anthology title was acceptable, and the separate parts were indicated along with the anthology title so that libraries holding the individual parts but lacking the anthology were given credit during the checking.

An adult and young adult nonfiction checklist was developed from double-starred items in the Standard Catalog for Public Libraries, 4th edition, 1958 (plus the supplements for 1959-61); double-starred items in the Basic List of Adult Books for Branches of the D. C. Public Library, 1960; 3000 Books for Secondary School Libraries, 1961; New York Public Library's Basic List for Branch Reference Collections, 2nd edition, 1960; double-starred titles in Hilary J. Deason's AAAS Science Book List, (Washington, D. C., American Association for the Advancement of Science, 1959); and annual listings for 1961 of "Notable Books" and "Interesting Adult Books for Young People" and "Reference Books"[4] and "Technical Books,"[5] published in Library Journal.

Matching of double-starred entries in the Standard Catalog (New York, H. W. Wilson Co., 1928) and the D. C. Public Library list supplied about three hundred titles; checking 3000 Books against the Standard Catalog and the D. C. Public Library list added another two hundred and eighty items; using the New York Public Library's reference list for branches as a cross-check yielded about a hundred more titles; similarly, the AAAS list added about forty items; and another forty were contributed through comparing titles on the remaining lists. In all, 757 nonfiction titles were obtained in this manner; six of these were eliminated because of their inclusion on the checklist of children's books.

The same guidelines were followed in the compilation of this list as were adhered to in the preparation of the two previous lists; in addition, in the case of a yearbook, only the 1961 edition was accepted, unless it was considered important that a ten-year file be held. When the 751 items on the checklist of adult and young adult nonfiction were arranged according to the Dewey decimal classification, the distribution shown in Table 1 was found. The disproportionately large number of 900's resulted from the inclusion of many guides to individual states prepared by the Federal Writers Project. If the specialized reference and science bibliographies had not been used in conjunction with the general lists, the proportion of science and technology books on the checklist would have been smaller. No differentiation was made between reference and non-reference items because many items could, with justification, be placed in either category.

As an instrument for checking on the quality of periodical collections, the list of 128 periodicals indexed by the Reader's Guide to Periodical Literature during the spring of 1963 was used.

A union shelflist, against which the three checklists of books could be matched, was available. For those units in the Boston Public Library which were part of the Division of Home Reading and Community Services, including the twenty-six branch libraries, the bookmobiles, and the Open Shelf, Branch Issue, and Audio-Visual Departments in the central library. It should be noted, however, that the union shelflist was not completely accurate in two respects: (1) in some cases, items which had been discarded still were listed as being held; and (2) in many cases, no differentiation was made between editions held. Because of these factors, during the checking units were sometimes given credit for holding items which were not part of their collections. The possibility of units possessing titles not included in the union shelflist was small, according to the department chief responsible for the maintenance of the records.[8]

TABLE 1

DISTRIBUTION OF ITEMS ON CHECKLIST OF ADULT AND YOUNG ADULT NONFICTION TITLES BY DEWEY DECIMAL CLASSIFICATION

Class	Number of Titles in Class	Titles in Class as Percentage of Total
000	36	4.8
100	17	2.3
200	42	5.6
300	79	10.5
400	25	3.3
500	81	10.8
600	45	6.0
700	51	6.8
800	121	16.1
900	176	23.4
Biography	78	10.4
Total	751	100.0

The main public catalog, which listed titles in the Division of Reference and Research Services, was checked for items not found in the union shelflist. Additional searching was done in departmental catalogs in cases where the main public catalog was deficient.

Files in the Book Purchasing Department of the Boston Public Library were checked in the case of the periodicals list. Units were given credit for titles received on subscription as of July, 1963.

The checklists of materials were also matched against the holdings of the main libraries in four typical Massachusetts municipalities ranging in size from about 20,000 to 100,000 population and of two high school libraries. This was done in conjunction with visits to the libraries and interviews with staff during the summer and fall of 1963.

A checklist of reader services was developed to assess the range of services provided; this provided one measure of quality. This checklist was applied in conjunction with interviews with staff and observations in all outlets of the Boston Public Library and in the independent municipal libraries chosen. It was assumed that the checklist included all reader services provided by public libraries in the United States. The list was based upon the American Library Association's 1956 standards for public libraries, Public Library Service, A Guide to Evaluation, with Minimum Standards (Chicago, ALA, 1956); New York Public Library's Use of the Circulation Department: Policies and Procedures: (1960); Margaret E. Monroe's checklist of services developed for courses in reader services offered at the Graduate School of Library Service at Rutgers, and the list from Helen L. Smith's Adult Education Activities in Public Libraries; a Report of the ALA Survey of Adult Education Activities in Public Libraries and State Library Extension Agencies of the United States (Chicago, ALA, 1954). The checklist of services was divided into four parts: (1) physical plant and arrangement of materials; (2) orientation and instruction in use of the library; (3) reader's assistance; and (4) group services. Quantitative measures were included where applicable.

Before use patterns could be studied, it was necessary to determine what was meant by "library use." "Library use" could be defined in several quantitative ways.

If, by "library use," one is referring to the number of persons occupying the public service areas in a library, attendance data may furnish this information. Many persons, however, use the library as a substitute for a social center and do not seek the types of materials and services that a library provides.

If, by "library use," one means the amount of reading done, circulation statistics may furnish this information. But many books are read in the library and do not circulate. In addition, many of the books borrowed may not be read by the borrower, his family, or his friends. Therefore, the circulation figures reflect accurately only the activity at the charging desk.

If, by "library use," one is referring to the amount of information and reading guidance provided to patrons by librarians, a count of questions asked may furnish this information. Many questions, however, do not relate to library materials or services or are simply directional; the inclusion of directional questions in a count of reference and advisory requests makes it appear as though there was more professional work than actually was the case.

In spite of their shortcomings, attendance data, circulation figures, and reference statistics relating to branch libraries in Boston were analyzed as part of this study. Circulation figures for other Massachusetts libraries were available, but attendance and reference statistics were not.

A survey of attendance was conducted by the Division of Home Reading and Community Services in each of the twenty-six branch libraries between October 15 and October 31 (in the case of all branches except the East Boston branch, which terminated the study on October 27, and three other branches, which collected data through November 3), 1962. The number of patrons and staff present every hour on the half-hour during what was assumed to be a representative period was recorded; it was thought that the hourly spot checks reflected the total attendance picture. In addition, the daily circulation figures during the period were noted on a data sheet (see Appendix II). The attendance data obtained were compared on a day-by-day and hour-by-hour basis. During the same period, the number of individual requests for information and reading guidance were recorded daily on a form (see Appendix III) developed by the Division of Home Reading and Community Services; these data were not broken down by hours of the day, but were divided according to age groups—adults, young adults, and children.

For two branches, attendance figures were separated by public service areas—i.e., adult area, young adult area, and children's area—as were requests for information and reading guidance in all branches. At two other branches, attendance figures were divided into two groups: adult and young adult, and children. The fact that there were separate charging machines on each floor in three of the four two-floor branches made it possible for them to separate circulation data for adults and young adults from children; in none of the other units were circulation figures divided by age groups. The assumption was made that patrons used principally the public service areas designated for their use, by age groups.

In addition to the analysis of data on library use supplied by the Division of Home Reading and Community Services, on-the-spot observations and interviews with staff were conducted in all branch libraries, primarily in the spring of 1963, to determine the extent of use. In addition to some brief visits, each branch library was observed for a whole day (from 9 a.m. to either 6 p.m. or 9 p.m.) during each full visit, weather conditions were described, attendance by patrons and staff was noted every hour on the half-hour, jobs being performed by all bibliothecal staff were recorded several times per hour, users and use patterns were described periodically, and total circulation statistics for the day were collected. It was assumed that sample observations would help in the evaluation of the total picture and act as a check on the reliability of data obtained during the October, 1962, study period. It was ascertained through interviews that, among branch librarians, the methods of data collection were not uniform. A comparison of attendance and circulation data collected during the study period with those collected during the on-the-spot observations revealed that, although in some branches circulation was about the same, attendance had fallen during the study period; this leads one to suspect that some attendance figures during the study period were actually lower than reported.

Annual circulation statistics from the Boston Public Library and all independent public libraries in Massachusetts serving populations of between 20,000 and 100,000 persons were analyzed and compared on a per capita basis.

At the time of this study, units of the Boston Public Library did not systematically collect circulation data according to the age groups of borrowers. Circulation statistics by age groups were therefore obtained by counting the number of items circulated on each of the three types of borrower's cards during what were considered to be representative periods: July 25-30, 1960, January 23-28, 1961, April 24-29, 1961, July 22-27, 1962, January 21-26, 1963, and April 22-27, 1963; because of blurred film records, equivalent weeks were substituted in some cases. These reports on circulation by age groups, prepared by the Division of Home Reading and Community Services, are shown in Appendix IV. Although the type of borrower's card used did not necessarily indicate the age group of the borrower (for example, all members of a family might have used the same card), it was assumed that the type of borrower's card used was a rough measure of the age group of the borrower.

During National Library Week, April 8-14, 1962, Bostonians visiting their local branch libraries were asked to fill out a "Library-User Questionnaire," which did not have to be signed and which consisted largely of multiple-choice questions. The purpose of the form which was for adults only, was to indicate the needs and interests of users of the branch libraries, so that better service might be provided. Because these questionnaires were not distributed to the public in a random manner, generalizing from the responses obtained was not possible. Nevertheless, the completed questionnaires were analyzed to shed some light on the question of library use.

During the period from January 19 to February 8, 1959, the Boston Public Library surveyed the people entering the central library at Copley Square and the Kirstein business branch to determine the

extent of nonresident use of the Division of Reference and Research Services. A random sample of the users was not obtained in this case either, because there were many people who completed more than one questionnaire. The results of the survey were nevertheless incorporated into this study of the Boston library system.

To determine if staff were being utilized effectively in Boston's branch libraries, data on staffing patterns were assembled. An analysis was made of the allocation of staff in professional and nonprofessional categories in branches. The ratio of circulation to staff size was computed, and comparisons were made with what were assumed to be appropriate standards from recognized authorities.

During observations made in branches during the spring of 1963, the tasks performed by all staff members (excluding maintenance personnel) were recorded and later analyzed in terms of professional and nonprofessional duties. In differentiating between professional and nonprofessional tasks, the list of duties issued by the American Library Association in 1948 was referred to extensively. "Professional duties" were defined as "those whose adequate performance involves the ability to exercise independent judgment based upon an understanding of the elements of library service—books, readers, and the means by which they are brought into effective relationship—and in addition a familiarity with specific library techniques and procedures."[9]

"Nonprofessional duties" were defined as those that nonprofessional employees were able to perform satisfactorily, without the professional training and/or experience of professional employees. In spite of the fact that professional employees were observed performing many tasks satisfactorily, these tasks were not considered professional in nature if a nonprofessional employee was observed performing the same tasks adequately. It was conceded by the authors of the 1948 list that "many individual library duties classed as 'professional' can be performed, after training in specific techniques, by 'nonprofessional' library employees."[5] Nonprofessional employees in the bibliothecal service of the Boston Public Library were either library aides (part-time employees, usually attending school or college on a full-time basis) or library assistants (full-time employees, usually lacking college education); professional employees included both those in the professional library service and those in the preprofessional library service, for those in the latter group were given the same assignments as those on the lowest levels of the former group. The assumption was made that the sample observations were indicative of the normal staffing patterns and work assignments.

The costs of present branch library service in Boston were analyzed in absolute terms and on a per capita basis. The cost per circulation was computed for branch libraries in Boston and for all independent public libraries in Massachusetts serving between 20,000 and 100,000 persons. Comparisons were made to determine which libraries were operated more efficiently.

On the basis of the information gathered, a few possible approaches to the problem of providing adequate public library service to all residents of Boston were proposed. The number and size of possible library outlets, together with the estimated costs involved, were presented. Underlying the proposals was the conviction that all Bostonians were entitled to the same level of library service which they would have received as residents of small cities and towns, rather than of neighborhoods in a city with nearly 700,000 inhabitants.

CHAPTER III. THE ADEQUACY OF BRANCH LIBRARIES IN BOSTON IN TERMS OF PHYSICAL FACILITIES

The services that a library can provide are limited by the physical facilities of the unit. As Table 2 indicates, four of the twenty-six branch libraries in Boston in 1963 were housed in buildings constructed in the nineteenth century; the oldest of these branches was moved to a new building in 1964. Only five of the structures housing branches were erected after 1933; therefore, twenty-one, or 80 percent, of the branches were buildings constructed over thirty years earlier.

TABLE 2

CONSTRUCTION DATES, AND OWNERS OF BUILDINGS HOUSING BRANCHES OF THE BOSTON PUBLIC LIBRARY IN 1963*

Branch Library	Construction Date	Owner	Rental Charge (1961)
Adams Street	1952	Library	
Allston	1927	Private	$4,000
Brighton	1874	Library	
Charlestown	1913	Library	
Codman Square	1904	City	
Connolly	1932	Library	
Dorchester	1875	City	
East Boston	1914	Library	
Egleston Square	1953	Library	
Faneuil	1932	Library	
Hyde Park	1912	Library	
Jamaica Plain	1911	Library	
Lower Mills	1871	Library	
Mattapan	1931	Library	
Memorial	1926	City	
Mount Bowdoin	1923	Private	$3,600
Mount Pleasant	1913	City	
North End	1828	Library	
Orient Heights	1929	Private	$4,871
Parker Hill	1931	Library	
Roslindale	1961	Library	
South Boston	1957	Library	
South End	1921	City	
Uphams Corner	1904	City	
Washington Village	1941	City	$ 101
West Roxbury	1922	Library	

*Data from Division of Home Reading and Community Services, Boston Public Library

Of the twenty-six branches, sixteen were housed in buildings owned by the Boston Public Library, as Table 2 shows; seven occupied parts of buildings under the jurisdiction of other city departments; and three were housed in quarters rented from private realtors. Four of the seven branches occupying parts of city-owned buildings were housed in regular municipal buildings together with other city departments; the fifth occupied part of a police station; the sixth was housed in Boston Technical High School; and the seventh was quartered in the basement of an apartment house in a public housing project. A token rental charge of $101 was paid annually for space in the housing project. In 1961,

the rental charges paid to private realtors for space for branch libraries amounted to $12,471–$3,600 for a store-type location, $4,000 for a second-floor loft in a commercial office building, and $4,871 for a one-story building devoted exclusively to library purposes.

In four of the twenty-six branches, public service areas (excluding meeting rooms) were provided on two floors, as Table 3, indicates; one of these two-floor branches was moved to the new one-story building mentioned earlier. One-story outlets are less costly to staff than two-floor units when public service areas (excluding meeting rooms) are provided on both levels, assuming that the branches have equivalent workloads and that supervision can be maintained from the same number of control points on a floor in both instances.

TABLE 3

FLOOR SPACE IN BRANCH LIBRARIES OF THE BOSTON PUBLIC LIBRARY IN 1963*

Branch Library	No. of Floors with Public Service Areas[a]	Floor Space (in Square Feet)[b]	Estimated Population Served (1960)	Floor Space per Capita (in Square Feet)
Adams Street	1	6,301	21,615	.29
Allston	1	3,597	21,984	.16
Brighton	1	9,626	30,108	.32
Charlestown	2	9,848	20,147	.48
Codman Square	1	4,403	26,100	.17
Connolly	1	8,033	21,449	.37
Dorchester	2	6,007	25,029	.24
East Boston	1	14,924	29,164	.51
Egleston Square	1	3,956	24,587	.16
Faneuil	1	6,291	12,191	.52
Hyde Park	1	11,205	33,123	.34
Jamaica Plain	1	9,630	18,605	.52
Lower Mills	1	4,017	13,892	.29
Mattapan	1	7,204	30,034	.24
Memorial	1	5,192	23,415	.22
Mount Bowdoin	1	5,354	22,282	.24
Mount Pleasant	1	2,175	27,092	.08
North End	2	13,754	11,970	1.15
Orient Heights	1	3,143	13,762	.23
Parker Hill	1	7,689	22,989	.33
Roslindale	1	13,600	36,289	.37
South Boston	1	9,721	33,859	.29
South End	1	6,882	32,899	.21
Uphams Corner	2	4,427	28,377	.16
Washington Village	1	6,197	16,359	.38
West Roxbury	1	7,131	25,328	.28
Median		6,592	24,001	.29

[a]Excludes meeting rooms if they are on additional floors—as was the case at Brighton, Charlestown, Connolly, East Boston, Hyde Park, Jamaica Plain, Parker Hill, and West Roxbury branch libraries.

[b]Includes meeting rooms, maintenance areas, etc. on all floors.

*Data from Division of Home Reading and Community Services, Boston Public Library

As Table 3 shows, the branches of the Boston Public Library in 1963 had floor areas varying from 2,175 square feet to 14,924 square feet, with a median of 6,592 square feet. Considering the populations served by the various branches in 1960, the floor space per capita varies from .08 square feet to 1.15 square feet, with a median of .29 square feet.

Table 4 depicts the seating situation in Boston's twenty-six branch libraries in 1963. Ten of the branches did not differentiate between adults and young adults with regard to seating, as visits to

branches in the spring of 1963 revealed. The number of seats provided in public service areas (excluding meeting rooms) for adults and young adults varied from 13 to 100, with a median of 47; in children's areas, the median number of seats was 38.5, with the range extending from 12 to 83; for all public service areas combined (excluding meeting rooms), the number of seating accommodations ranged from 29 to 183, with a median of 84. Considering the population served by the various branches in 1960, the number of seats per thousand population varied from 1.7 to 7, with a median of 3.6.

TABLE 4

SEATING ACCOMMODATIONS FOR PATRONS IN PUBLIC SERVICE AREAS (EXCLUDING MEETING ROOMS) OF BRANCH LIBRARIES IN BOSTON, BY AGE GROUPS IN 1962

Branch Library	No. of Adult Seats	No. of Young Adult Seats	Combined	No. of Children's Seats	Grand Total	Estimated Population Served, 1960 (in Thousands)	Seats per Thousand Population
Adams Street	21	30	51	31	82	21.6	3.8
Allston	10	10	20	55	75	22.0	3.4
Brighton	21	9	30	22	52	30.1	1.7
Charlestown	--	--	60	80	140	20.1	7.0
Codman Square	26	24	50	32	82	26.1	3.1
Connolly	30	8	38	48	86	21.4	4.0
Dorchester	--	--	52	49	101	25.0	4.0
East Boston	35	24	59	32	91	29.1	3.1
Egleston Square	41	34	75	43	118	24.6	4.8
Faneuil	26	21	47	27	74	12.1	6.1
Hyde Park	20	12	32	47	79	33.1	2.4
Jamaica Plain	34	4	38	32	70	18.6	3.8
Lower Mills	--	--	20	12	32	13.9	2.3
Mattapan	28	32	60	36	96	30.0	3.2
Memorial	--	--	44	39	83	23.4	3.5
Mount Bowdoin	--	--	29	38	67	22.3	3.0
Mount Pleasant	--	--	47	28	75	27.1	2.8
North End	25	13	38	26	64	12.0	5.3
Orient Heights	--	--	13	16	29	13.8	2.1
Parker Hill	43	23	66	48	114	23.0	5.0
Roslindale	60	40	100	83	183	36.3	5.0
South Boston	37	41	78	47	125	33.9	3.7
South End	48	24	72	64	136	32.9	4.1
Uphams Corner	--	--	66	28	94	28.4	3.3
Washington Village	--	--	35	56	91	16.4	5.5
West Roxbury	--	--	35	50	85	25.3	3.4
Median			47.0	38.5	84.0		3.6

In addition to the normal public service areas and staff areas, ten branch libraries in Boston had been given special meeting rooms in which group services might be provided; the seating capacities of the special rooms are shown in Table 5. When other branches present group programs, meetings are held in what are normally public service areas or staff rooms. As a result, group services interfere with the provision of services to individuals in branches lacking special meeting rooms.

As Table 5 shows, seventeen of the twenty-six branch libraries had operable record players in the spring of 1963 while five had motion picture projection equipment. It was possible for all branches to borrow projection equipment and projectionists from the central library, but record players were not lent.

The distribution of display areas and of bulletin boards in the various branches is also depicted in Table 5. All except two branches had some areas set aside for displays or exhibits. Only one branch lacked a bulletin board.

TABLE 5

DISTRIBUTION OF MEETING ROOMS, RECORD PLAYERS, PROJECTION EQUIPMENT, DISPLAY AREAS, AND BULLETIN BOARDS IN BRANCHES OF THE BOSTON PUBLIC LIBRARY, 1963

Branch Library	Seating Capacity of Meeting Room	Operable Record Player	Projection Equipment	No. of Display Areas	No. of Bulletin Boards
Adams Street	110	x		6	4
Allston	---			2	4
Brighton	110	x		1	1
Charlestown	180	x	x	6	4
Codman Square	---			7	5
Connolly	130	x		4	4
Dorchester	---	x		10	4
East Boston	185		x	8	1
Egleston Square	---	x	x	7	1
Faneuil	---			3	-
Hyde Park	100			2	2
Jamaica Plain	200	x		-	3
Lower Mills	---			6	4
Mattapan	---	x		3	10
Memorial	---	x		7	3
Mount Bowdoin	---			8	2
Mount Pleasant	---			6	4
North End	100	x		11	4
Orient Heights	---			-	2
Parker Hill	150	x		4	2
Roslindale	150	x	x	6	5
South Boston	150	x	x	6	3
South End	---			8	4
Uphams Corner	---	x		2	4
Washington Village	---	x		13	1
West Roxbury	150	x		4	8

For the sake of comparison, data on physical facilities gathered in the main public libraries at Framingham, Lexington, Malden, and New Bedford, Massachusetts, are shown in Table 6. Although these cities and towns varied in population from 27,691 to 102,477 persons in 1960, while the branches in Boston served populations estimated at from 11,970 to 36,289 persons, the total public seating capacities of the main libraries (excluding meeting rooms) ranged only from 111 to 144, with a median of 125.5, while the range for the branches extended from 29 to 183, with a median of 84. The main libraries in the small municipalities had from 77 to 117 seats for adults and young adults (excluding meeting rooms), with a median of 93, or 46 more than the median number of adult and young adult seats in branches. For children, the main libraries provided between 18 and 42 seats, with a median of 33, while Boston's branches provided a median of 38.5 seats, or 5.5 more than the main libraries.

While two of the four main libraries in small cities and towns had large meeting rooms, three had record players, and all had motion picture projection equipment, display areas, and bulletin boards. In addition, three of the four main libraries had a machine for photoduplication of library materials, an item lacking in all branch libraries in 1963.

Supervision of all public service areas (excluding meeting rooms) from a central control point was possible in all branch libraries in Boston in 1963, except for the four with two floors and at least five other units with poorly designed physical layouts—Brighton, Faneuil, Hyde Park, Lower Mills, and Washington Village branches. At the Brighton branch, the young adult and children's areas could not be observed from the circulation desk. The children's room at Faneuil branch, which was formerly a meeting room, was separated from the rest of the library by a long, narrow hallway. Hyde Park branch had a stack area which could not be supervised from the circulation desk and a children's room and a reference area which could not be observed from the charging desk. Lower Mills branch library

TABLE 6

DISTRIBUTION OF SEATS, MEETING ROOMS, RECORD PLAYERS, PROJECTION EQUIPMENT, DISPLAY AREAS, BULLETIN BOARDS, AND PHOTODUPLICATION EQUIPMENT IN THE MAIN PUBLIC LIBRARIES OF FOUR INDEPENDENT MUNICIPALITIES IN MASSACHUSETTS IN THE SUMMER OF 1963

Municipality	Population (1960)	No. of Adult and Young Adult Seats[a]	No. of Children's Seats[a]	Total No. of Seats[a]	No. of Seats in Meeting Room
Framingham	44,526	84	32	116	---[b]
Lexington	27,691	102	42	144	---
Malden	57,676	77	34	111	100
New Bedford	102,477	117	18	135	250

Municipality	Record Player?	Projection Equipment?	No. of Display Areas	No. of Bulletin Boards	Photo-duplication Equipment?
Framingham	Yes	Yes	4	4	No
Lexington	Yes	Yes	14	17	Yes
Malden	Yes	Yes	12	5	Yes
New Bedford	No	Yes	5	5	Yes

[a]Excluding seats in meeting rooms. Because there were other stationary outlets in the independent municipalities for which data were not available, an analysis of seating accommodations on a per capita basis was not attempted.

[b]Meeting room to be set up in unfinished basement of building.

was a maze of small rooms in a building that was formerly a city jail. Finally, Washington Village branch occupied a large basement room shaped like the letter U; as a result, complete supervision from a central point was not possible.

CHAPTER IV. THE ACCESSIBILITY OF PUBLIC LIBRARY SERVICE IN BOSTON

In 1963 the city of Boston was served by the central library, twenty-six regular branch libraries, a small library at Boston City Hospital, the Kirstein business branch, and three bookmobiles which made weekly stops at seventy locations, each visit lasting no longer than two and one-half hours.

The locations of the twenty-six regular branches and the central library (as shown in Fig. 1) are as follows:

1. Adams Street branch—Adams Street and Pierce Avenue (Dorchester)
2. Allston branch—Harvard Avenue and Glenville Terrace (Brighton)
3. Brighton branch—Academy Hill Road and Parkland Street (Brighton)
4. Charlestown branch—Monument Square (Charlestown)
5. Codman Square branch—Codman Square (Dorchester)
6. Connolly branch—Centre Street and South Huntington Avenue (Roxbury)
7. Dorchester branch—Adams and Arcadia Streets (Dorchester)
8. East Boston branch—Meridian and Lexington Streets (East Boston)
9. Egleston Square branch—Columbus and Walnut Avenues (Roxbury)
10. Faneuil branch—Oak Square (Brighton)
11. Hyde Park branch—Harvard Avenue and Winthrop Street (Hyde Park)
12. Jamaica Plain branch—South and Sedgwick Streets (Roxbury)
13. Lower Mills branch—Washington and Richmond Streets (Dorchester)
14. Mattapan branch—Blue Hill Avenue and Hazelton Street (Dorchester)
15. Memorial branch—Warren and Townsend Streets (Roxbury)
16. Mount Bowdoin branch—Washington and Norwell Streets (Dorchester)
17. Mount Pleasant branch—Dudley and Vine Streets (Roxbury)
18. North End branch—Hanover and North Bennet Streets (Boston Proper)
19. Orient Heights branch—Barnes Avenue and Saratoga Street (East Boston)
20. Parker Hill branch—Tremont and Burney Streets (Roxbury)
21. Roslindale branch—Roslindale Square (West Roxbury)
22. South Boston branch—East Broadway and I Street (South Boston)
23. South End branch—Blackstone Square (Boston Proper)
24. Uphams Corner branch—Columbia Road and Bird Street (Dorchester)
25. Washington Village branch—Old Colony Avenue and Vinton Street (South Boston)
26. West Roxbury branch—Centre and Bellevue Streets (West Roxbury)
27. Central library—Copley Square (Boston Proper)

Each of the nine districts of Boston had at least one regular branch library. In addition to the central library building, there were two regular branches in Boston Proper; Brighton had three branches; Charlestown had one branch; Dorchester had seven branches; East Boston had two branches; Hyde Park had one branch; Roxbury had six branches; South Boston had two branches; and West Roxbury had two branches.

Excluding the limited hospital library service, the specialized business reference service, and the bookmobile stops, there were twenty-seven library outlets in 1963, scattered throughout Boston's 47.8 square miles, or an average of one unit for each 1.8 square miles of land area. If these twenty-seven units had been provided at equal geographical intervals, no Bostonian would have had to travel more than three-quarters of a mile, as the crow flies,* to reach a library. As Fig. 1 indicates, however, the branches were not evenly distributed throughout the city. In Boston Proper, there was roughly an

*All distances given are "as the crow flies," rather than the distances actually traveled by existent roads.

Figure 1: Locations of the Central Library and 26 Branches in Boston in 1963

outlet for each 1.3 square miles; Brighton had roughly one branch for each 1.7 square miles; Charlestown's single branch served a land area of about one square mile; Dorchester had about one branch for each 1.5 square miles; East Boston had roughly one branch for each three square miles; Hyde Park's single branch served a land area of about six square miles; Roxbury had roughly one branch for each 0.8 square miles; South Boston had approximately one branch for each 1.5 square miles; and West Roxbury had one branch for each four square miles. The foregoing figures may be misleading because (1) some branches served more than one district of the city, and (2) the parcels of land devoted to nonresidential purposes have been included with the residential areas in the computations.

When circles with radii representing one-half mile distances are drawn around the locations of these library units, as in Fig. 2, it becomes evident that fifteen of the twenty-seven outlets were less than one mile apart. The typical inhabitant of Boston whose home lay between two outlets that were less than one mile apart had to travel no more than one-half mile to reach a public library. Approximately 250,000 residents, or nearly 36 percent of Boston's population, lived more than one-half mile from a public library in 1963.

When circles with radii representing one mile distances are drawn around the locations of existing library units, as in Fig. 3, it becomes evident that all Bostonians needed to travel no more than one mile to reach a stationary library agency, except for those living in some sections of Hyde Park and West Roxbury, Columbia Point (a peninsular section of Dorchester jutting into Dorchester Bay to the south of South Boston), and the Kenmore Square-Boston University area (at the western end of Boston Proper). Other land areas not within the circles are nonresidential. Approximately 23,500 residents, or slightly more than three percent of Boston's population, lived more than one mile from a stationary public library outlet.

As Fig. 4 indicates, all of Columbia Point and the Kenmore Square-Boston University area lay within one and one-half miles of several stationary outlets. Approximately 3,500 persons, or about one-half of one percent of Boston's population, who inhabit parts of the Germantown section of West Roxbury and the Readville section of Hyde Park, were situated more than one and one-half miles from a branch library in 1963.

A stationary public library outlet was found within two miles of every Bostonian's home, as Fig. 5 demonstrates. Only part of Logan International Airport in East Boston and the harbor islands were more than two miles from a branch. Within a two-mile radius of some outlets there were ten other units, while within a two-mile radius of others there was but one. A better distribution of outlets seems desirable in order to give all residents equal access to library service.

In the four independent municipalities selected for comparison, stationary library outlets were distributed as they were in the districts of Boston. Framingham had four units serving an area of 24.1 square miles, or an average of about one outlet for each six square miles; Lexington had two units for its 16.5 square miles, or one for each eight and one-quarter square miles; Malden maintained five units in its 4.8 square miles, or about one unit per square mile; and New Bedford had four outlets for its 19.1 square miles, or one outlet for each 4.75 square miles. In none of these municipalities was a library outlet to be found within one-half mile of every resident's home.

For all urban places in Massachusetts with populations of 20,000 to 100,000 persons in 1960, the median land area was 13.1 square miles, with the range from 1.7 square miles to 46.3 square miles. Since the typical Massachusetts municipality has a compact shape, practically all residents live within two miles of the center, where it is assumed the main library is most often situated. Every normal adult and young adult can therefore easily travel to the main library.

In Boston, the distances from the twenty-six branch libraries in 1963 to the central library at Copley Square varied from seven-tenths of a mile to 6.6 miles. As Table 7 shows, the median distance from a stationary branch to the central library was 3.1 miles, more than the typical adult or young adult can reasonably be expected to travel. By public transportation, the portal-to-portal travel time from branches to the central library ranged from twelve to forty-five minutes, with a median of twenty-six minutes; the figures shown as travel time in Table 7 are based upon a small sample and will vary according to the time of day, weather, and other conditions.

Although three branches were 1.7 miles from the central library, by public transportation it took from twelve to twenty-five minutes to reach the central library from their respective locations. The availability of direct public transit routes made the difference. Even when the travel times were identical, the costs differed because in Boston the subways were more expensive than the buses.

To ascertain travel time for the normal male adult pedestrian, some walking from one branch to another was done by the investigator. Table 8 shows the results of the excursions on foot. Generally speaking, the normal adult male can walk one mile on slightly winding thoroughfares in eighteen minutes.

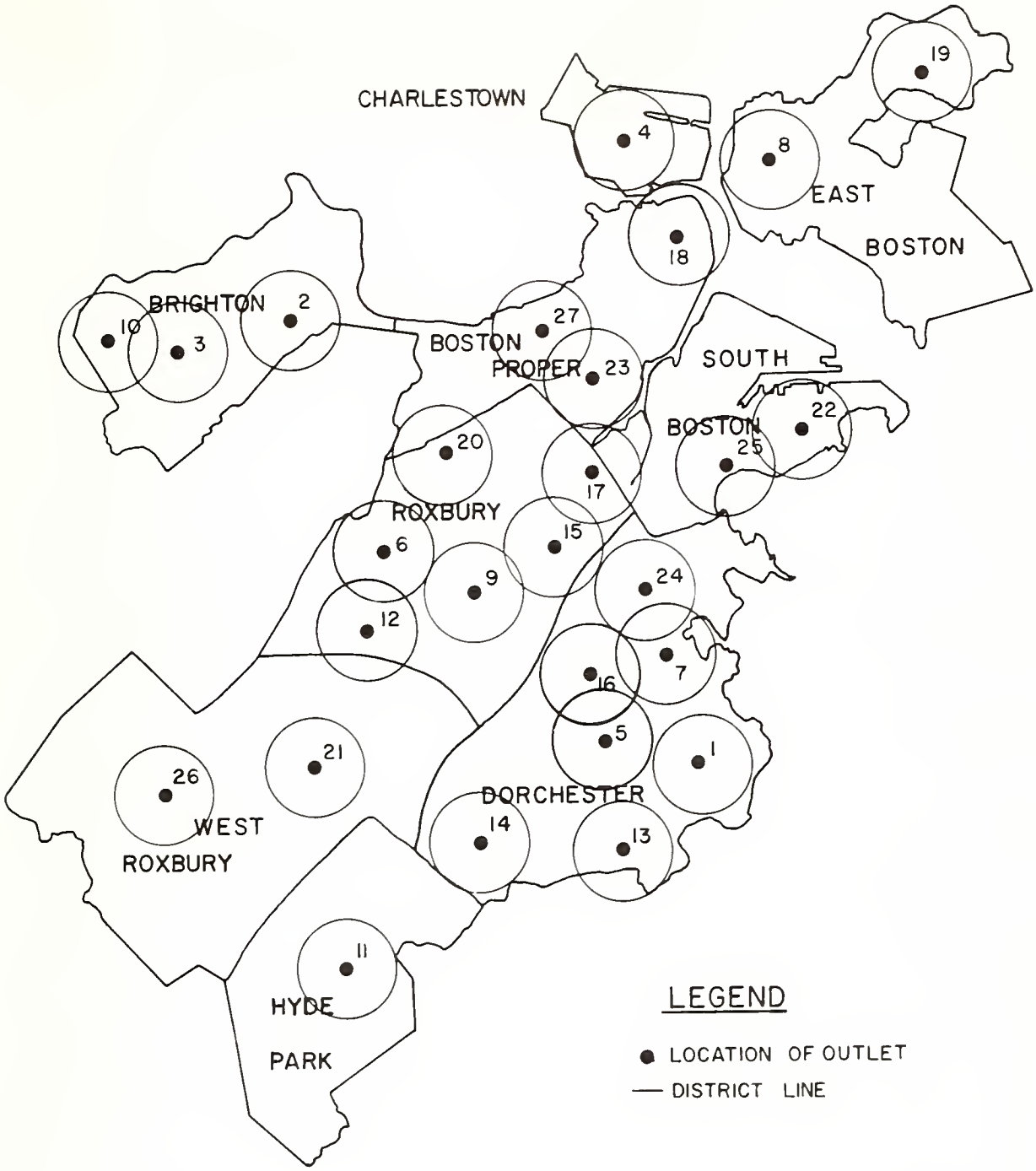

Figure 2: Areas Within One-Half Mile of Stationary Public Library Outlets in Boston in 1963

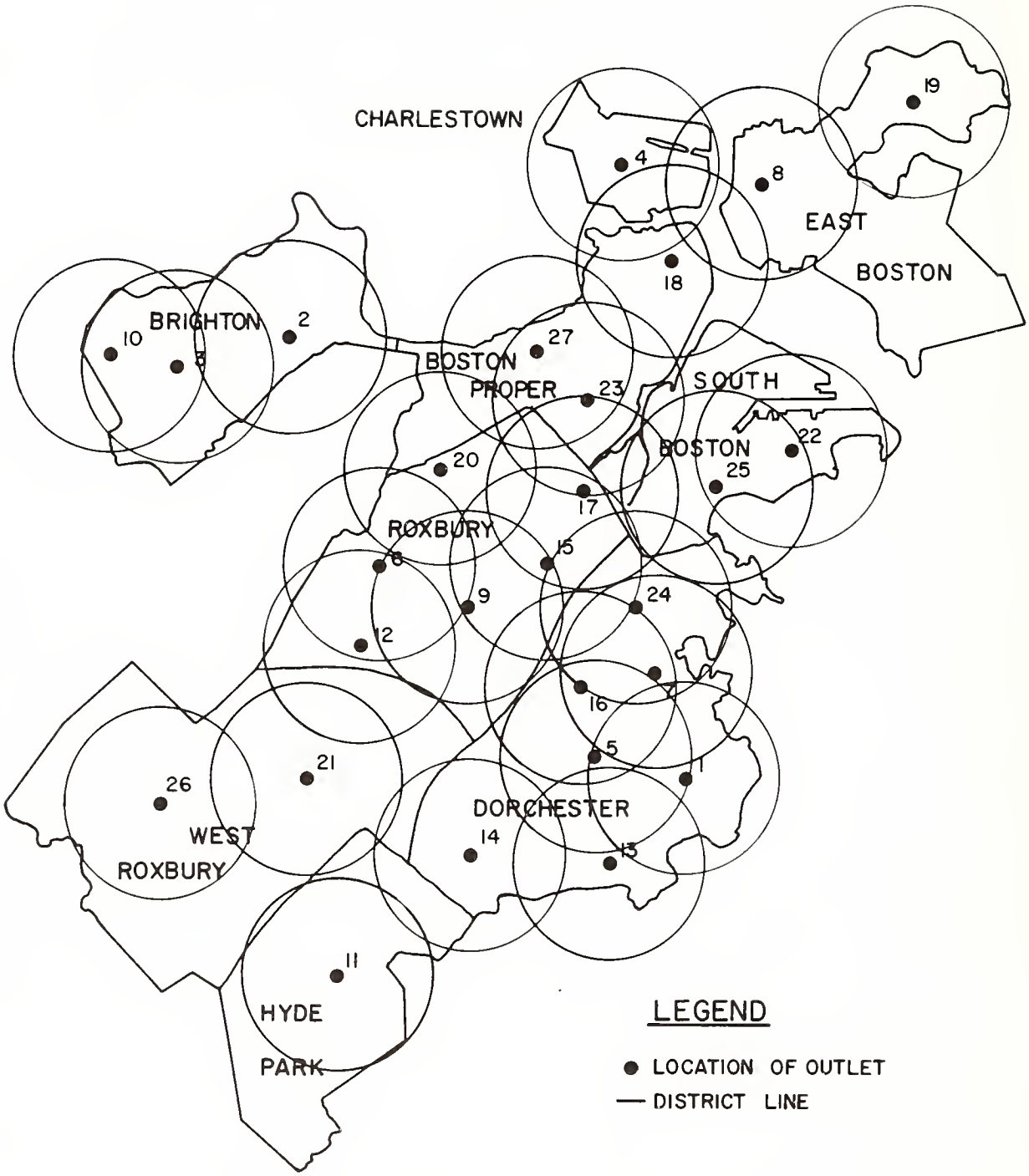

Figure 3: Areas Within One Mile of Stationary Public Library Outlets in Boston in 1963

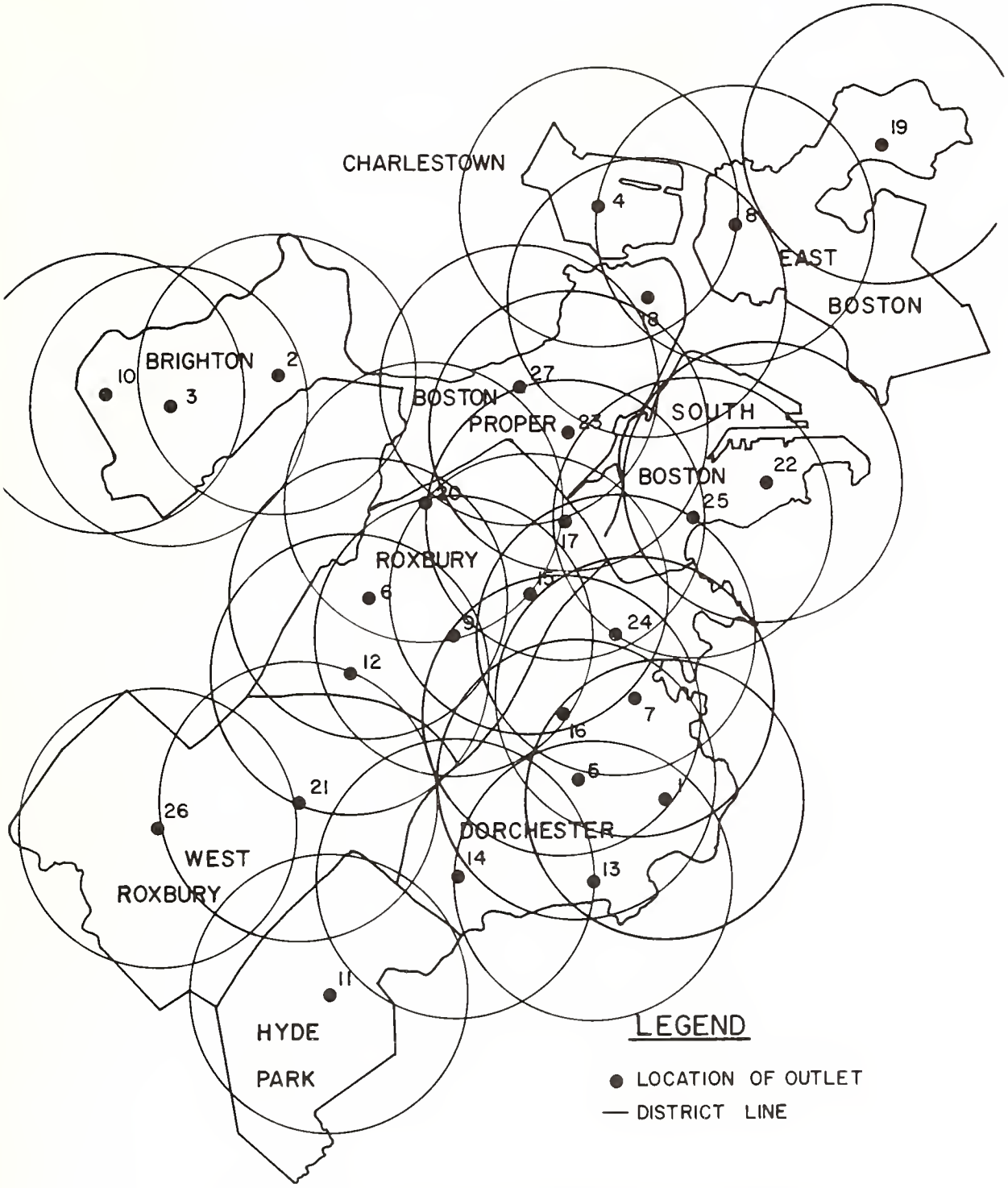

Figure 4: Areas Within One and One-Half Miles of Stationary Public Library Outlets in Boston in 1963

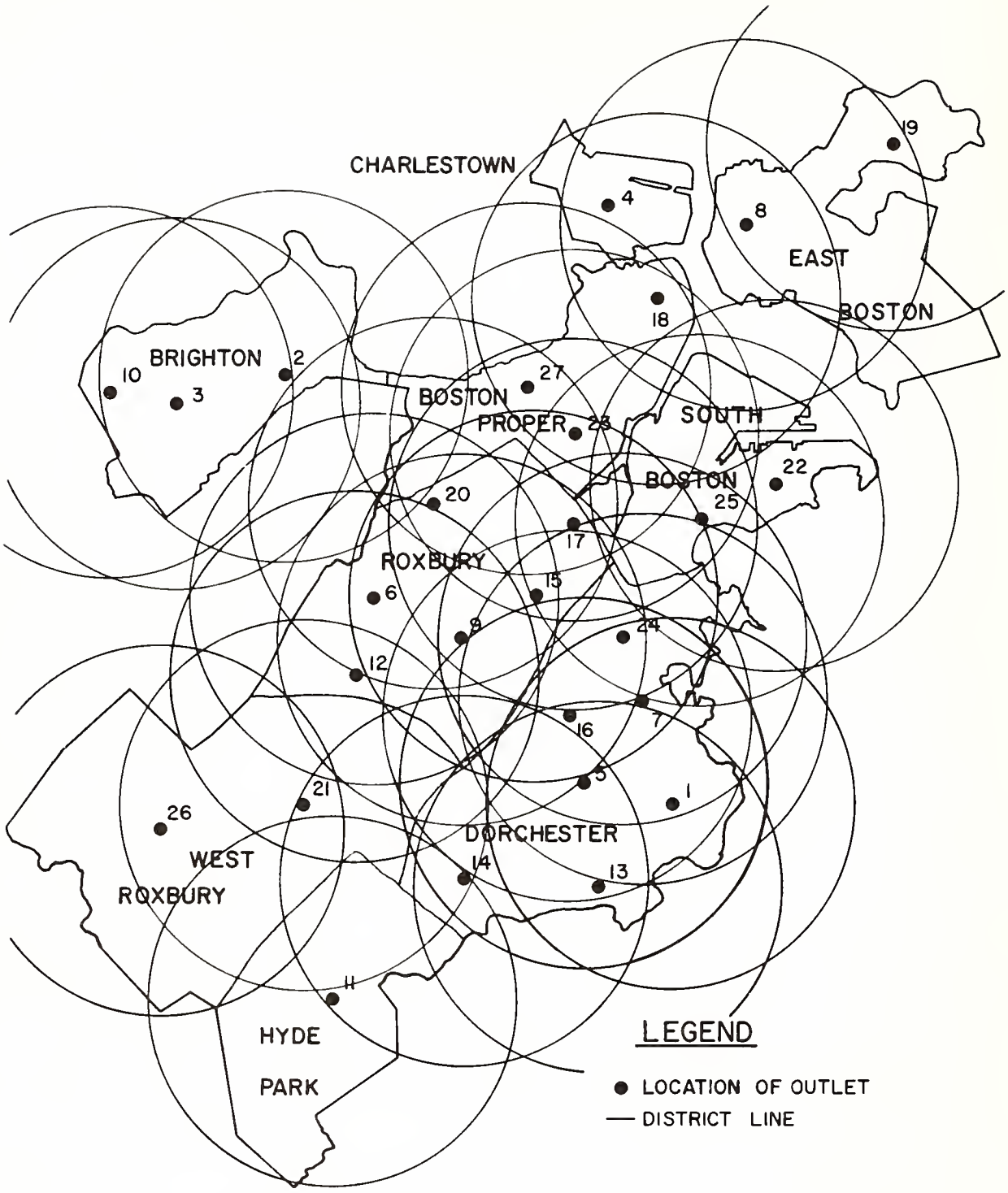

Figure 5: Areas Within Two Miles of Stationary Public Library Outlets in Boston in 1963

TABLE 7

DISTANCE AND SAMPLE TRAVEL TIME BY QUICKEST PUBLIC TRANSIT ROUTES FROM STATIONARY PUBLIC LIBRARY BRANCHES TO THE CENTRAL LIBRARY IN BOSTON IN 1963

Branch Library	Distance from Central (in Miles)	Portal-to-Portal Travel Time (in Minutes)
Adams Street	4.5	35
Allston	2.8	18
Brighton	3.9	22
Charlestown	1.9	30
Codman Square	4.1	32
Connolly	2.7	18
Dorchester	3.4	27
East Boston	2.5	22
Egleston Square	2.7	28
Faneuil	4.7	25
Hyde Park	6.6	45
Jamaica Plain	3.5	21
Lower Mills	5.2	33
Mattapan	4.8	45
Memorial	2.4	27
Mount Bowdoin	3.3	35
Mount Pleasant	1.7	25
North End	1.7	20
Orient Heights	4.2	23
Parker Hill	1.7	12
Roslindale	5.2	40
South Boston	2.1	25
South End	0.7	12
Uphams Corner	2.5	33
Washington Village	1.8	21
West Roxbury	6.1	45
Median	3.1	26

TABLE 8

DISTANCE BETWEEN SELECTED PUBLIC LIBRARY OUTLETS IN BOSTON AND SAMPLE TRAVEL TIME FOR A NORMAL ADULT MALE PEDESTRIAN

Public Library Outlet to Public Library Outlet		Distance (in Miles)	Walking Time (in Minutes)
Adams Street branch	Dorchester branch	1.2	20
Adams Street branch	Codman Square branch	1.1	20
Codman Square branch	Mount Bowdoin branch	0.7	15
Codman Square branch	Lower Mills branch	1.2	20
Mount Bowdoin branch	Memorial branch	1.4	21
Memorial branch	Uphams Corner branch	1.0	18
Uphams Corner branch	Mount Pleasant branch	1.3	20
Connolly branch	Jamaica Plain branch	0.8	15
South Boston branch	Washington Village branch	0.8	17
Brighton branch	Faneuil branch	0.7	15
South End branch	Central library	0.7	15
North End branch	Central library	1.8	32

Travel time between stationary library outlets by private automobile was not measured, but it is known that outside of rush hours when persons are generally traveling to and from work, the use of private automobiles considerably reduces travel time, especially since the major part of the public transportation system in Boston operates on city streets rather than in subways or on elevated tracks. Driving may save travel time, but—with few exceptions—seeking a parking space consumes much of the time saved.

In addition to distance and travel time, hours of service per week must be considered in evaluating accessibility. While the central library in Boston was open seventy-three hours a week during all except the summer months, seventeen branches were open fifty-three hours a week, eight were open forty-seven hours a week, and one was open forty hours a week, as shown in Table 9. The median number of hours of service per week in branch libraries was fifty-three.

TABLE 9

ESTIMATED POPULATION SERVED AND HOURS OF SERVICE IN STATIONARY OUTLETS OF THE BOSTON PUBLIC LIBRARY, OCTOBER 1962 - MAY 1963

Public Library Outlet	Estimated Population Served (1960)	Hours of Service per Week
Adams Street branch	21,615	53
Allston branch	21,984	47
Brighton branch	30,108	53
Charlestown branch	20,147	53
Codman Square branch	26,100	53
Connolly branch	21,449	53
Dorchester branch	25,029	47
East Boston branch	29,164	53
Egleston Square branch	24,587	53
Faneuil branch	12,191	47
Hyde Park branch	33,123	53
Jamaica Plain branch	18,605	53
Lower Mills branch	13,892	47
Mattapan branch	30,034	53
Memorial branch	23,415	40
Mount Bowdoin branch	22,282	47
Mount Pleasant branch	27,092	47
North End branch	11,970	53
Orient Heights branch	13,762	47
Parker Hill branch	22,989	53
Roslindale branch	36,289	53
South Boston branch	33,859	53
South End branch	32,899	47
Uphams Corner branch	28,377	53
Washington Village branch	16,359	53
West Roxbury branch	25,328	53
Median	24,001	53
Central library		73

In 1961, the main units of the free public libraries in Massachusetts that served between 20,000 and 100,000 persons were open to the public between 37.5 and seventy-three hours per week during most of the year, with a median of 68.5 hours of service per week, as Table 10 indicates. For independent libraries serving between 20,000 and 30,000 persons—the population range served by the middle 50 percent of Boston's branch libraries—the median number of hours was sixty-three with the spread from 37.5 to seventy-two.

The branch libraries in Boston open fifty-three hours per week provided service on four weekday nights, Monday through Thursday, while the branches with forty-seven hours of service were open only on Monday and Thursday evenings; Memorial branch closed at 5:30 p.m. each weekday and was

not open on Saturday mornings, as the other branches were. Libraries which fail to provide much evening service are relatively inaccessible to adults who normally work on weekdays.

TABLE 10*

WINTER HOURS OF SERVICE IN FREE PUBLIC LIBRARIES IN MASSACHUSETTS THAT SERVED POPULATIONS FROM 20,000 TO 100,000 PERSONS DURING 1961**

Municipality	Population (1960)	Hours of Service
Arlington	49,953	69
Attleboro	27,118	60
Belmont	28,715	63
Beverly	36,108	60.5
Braintree	31,069	61.5
Brockton	72,813	72
Brookline	54,044	73
Chelsea	33,749	63
Chicopee	61,553	60.5
Danvers	21,926	72
Dedham	23,869	63
Fall River	99,942	60.5
Fitchburg	43,021	68
Framingham	44,526	69
Haverhill	46,346	69
Holyoke	52,689	69
Lawrence	70,933	69
Leominster	27,929	69
Lexington	27,691	69
Lowell	92,107	68.5
Lynn	94,478	69
Malden	57,676	66
Medford	64,971	69
Melrose	29,619	63
Milton	26,375	63
Needham	25,793	63
Newton	92,384	69
Norwood	24,898	69
Peabody	32,202	61
Pittsfield	57,879	69
Quincy	87,409	68
Revere	40,080	42
Salem	39,211	69
Saugus	20,666	37.5
Somerville	94,697	64
Taunton	41,132	64
Wakefield	24,295	69
Waltham	55,413	69
Watertown	39,092	69
Wellesley	26,071	69
West Springfield	24,924	60.5
Westfield	20,303	47
Median	39,211	68.5

*Data from: Massachusetts. Department of Education. Division of Library Extension. Seventy-third annual report of the Board of Library Commissioners for the year ending June 30, 1962. (Massachusetts Public Document No. 44). [Boston, 1963] pp. 16-21.

**Six municipalities in this population range had more than one independent library and one other town provided no municipal appropriation to the library; these seven were omitted from this table to avoid errors due to inclusion of incomparable data.

In terms of accessibility, adults and young adults living in a typical Massachusetts municipality with between 20,000 and 100,000 inhabitants were better served than the approximately 395,000 inhabitants of Boston aged fourteen and over who resided more than two miles from the central library. The adult and young adult residents of the smaller municipalities could easily travel the distances to the main libraries which were open more than sixty hours a week for their convenience. On the other hand, Bostonians living in many districts with populations comparable in size to those of the smaller municipalities had to travel more than two miles to reach the central library—the only public library outlet open more than sixty hours per week.

For children, neither the Boston Public Library nor any smaller independent public library visited provided a stationary outlet within one-half mile of every resident's home.

CHAPTER V. SUGGESTED LOCATIONS FOR STATIONARY PUBLIC LIBRARY OUTLETS IN BOSTON

In the selection of desirable locations for stationary public library outlets in the city of Boston, primary consideration was given to travel distances. On the basis of the current state of our knowledge, one-half mile was accepted as the maximum distance that children might reasonably be expected to travel each way going to and from a public library unit, while two miles was accepted as the maximum distance that adults and young adults might reasonably be expected to travel each way for the same purpose. The possibility of using all existing library facilities as part of a proposed system was also considered. In addition, the proximity of main traffic arteries and public transit routes to suggested locations was noted, since adults and young adults could use alternatives to foot travel.

As the result of studying geographic and transportation factors, it was found that a minimum of sixty units would be necessary to provide stationary library outlets within one-half mile of the homes of nearly all residents of Boston. Of the sixty units, six would be situated in Boston Proper, five in Brighton, two in Charlestown, fourteen in Dorchester, four in East Boston, seven in Hyde Park, nine in Roxbury, three in South Boston, and ten in West Roxbury. The sixty locations suggested, which are shown in Fig. 6, are the following:

1. Haymarket Square (Boston Proper)
2. Bennington and Putnam Streets (East Boston)
3. Harvard Avenue and Cambridge Street (Brighton)
4. Jackson Square (Roxbury)
5. Dorchester Avenue and Columbia Road (Dorchester)
6. Washington and Beech Streets (West Roxbury)
7. Harvard Avenue and Winthrop Street (Hyde Park)
8. Codman Square (Dorchester)
9. Monument Square (Charlestown)
10. Copley Square (Boston Proper)
11. Ashley and Blackinton Streets (East Boston)
12. Chestnut Hill Avenue and Chiswick Road (Brighton)
13. Boylston and Jersey Streets (Boston Proper)
14. McBride and Lee Streets (Roxbury)
15. Dudley and Vine Streets (Roxbury)
16. East Broadway and L Streets (South Boston)
17. Corey and Vermont Streets (West Roxbury)
18. Centre and Allandale Streets (West Roxbury)
19. Hyde Park Avenue and Eldridge Road (West Roxbury)
20. Grove Street and Birch Road (West Roxbury)
21. Wolcott Square (Hyde Park)
22. Taunton Avenue and Blake Street (Hyde Park)
23. Washington and Morse Streets (Dorchester)
24. Adams and Arcadia Streets (Dorchester)
25. Blue Hill Avenue and Hazelton Street (Dorchester)
26. Washington and Richmond Streets (Dorchester)
27. Neponset Avenue and Ashmont Street (Dorchester)
28. Charles and Main Streets (Charlestown)
29. Charles and Pinckney Streets (Boston Proper)
30. Kneeland and Tyler Streets (Boston Proper)
31. Blackstone Square (Boston Proper)
32. Frankfort and Maverick Streets (East Boston)
33. Bennington and Byron Streets (East Boston)

34. Oak Square (Brighton)
35. Market and Faneuil Streets (Brighton)
36. Commonwealth Avenue and Washington Street (Brighton)
37. Brigham Circle (Roxbury)
38. Tremont and Ruggles Streets (Roxbury)
39. Centre Street and South Huntington Avenue (Roxbury)
40. Pond and May Streets (Roxbury)
41. Columbus and Walnut Avenues (Roxbury)
42. Warren and Townsend Streets (Roxbury)
43. D and West Third Streets (South Boston)
44. Old Colony Avenue and Vinton Street (South Boston)
45. Columbia Road and Bird Street (Dorchester)
46. Savin Hill Avenue and Tuttle Street (Dorchester)
47. Mount Vernon and Hill Cove Streets (Dorchester)
48. Baker Street and Rumford Road (West Roxbury)
49. Baker Street and Joyce Kilmer Road (West Roxbury)
50. Lagrange and Shaw Streets (West Roxbury)
51. Centre and Ainsworth Streets (West Roxbury)
52. Roslindale Square (West Roxbury)
53. Hyde Park and Ramsdell Avenues (Hyde Park)
54. Beech and Sherrin Streets (Hyde Park)
55. Turtle Pond Parkway and Upton Street (Hyde Park)
56. Summit Street and Williams Avenue (Hyde Park)
57. Blue Hill Avenue and Paxton Street (Dorchester)
58. Selden and Capen Streets (Dorchester)
59. River Street and Gladeside Avenue (Dorchester)
60. Gallivan Boulevard and Frederika Street (Dorchester)

Of the foregoing sixty locations, sixteen (numbers 7, 8, 9, 10, 15, 24, 25, 26, 31, 34, 39, 41, 42, 44, 45, and 52) were occupied by fifteen branches and the central library. The other eleven locations used in 1963 could not be incorporated into this suggested scheme because their inclusion would have required having more than sixty units. With sixty outlets, the Boston Public Library would be able to provide more effective accessibility to library service for all residents than the best independent municipal library in Massachusetts serving 20,000 to 100,000 persons offered in 1963, for Boston would have one outlet for each 0.8 square miles of land area while the best independent city or town visited had one outlet per square mile. There would be no need for bookmobile service because stationary library units would be within reasonable walking distance of nearly all Bostonians.

Since adults and young adults can reasonably be expected to travel a maximum distance of two miles each way going to and from a public library outlet, it was found that a minimum of eight stationary units could provide adults and young adults with effectively equal access to library service. The level of accessibility would be comparable to that offered by main libraries in small independent municipalities.

Public library outlets at locations numbered one through eight in Fig. 6 could serve nearly all adults and young adults in Boston. Copley Square is not one of the sites suggested because (1) all of Charlestown does not lie within a two-mile radius thereof; (2) Haymarket Square is more accessible by public transportation; and (3) the research services provided by the central library at Copley Square can legitimately be segregated from reference and advisory services provided in branches for the general readers and students. By using Haymarket Square as the location of an outlet, the need for North End branch library is eliminated. Location no. 2, Bennington and Putnam Streets is used instead of the present East Boston branch library because (1) part of Orient Heights is more than two miles away from the present unit, and (2) the suggested location is more accessible. In place of Roslindale Square, Washington and Beech Streets is suggested because the former location lies more than two miles from many outlying parts of West Roxbury. The Brighton site is suggested because of its great accessibility. Similarly, Jackson Square in Roxbury is accessible without being too close to other districts. Location no. 5, Dorchester Avenue and Columbia Road, is suggested because of its position between South Boston and Dorchester; it would be able to draw adults and young adults from both districts. The other two suggested sites are presently occupied by the Codman Square and Hyde Park branch libraries.

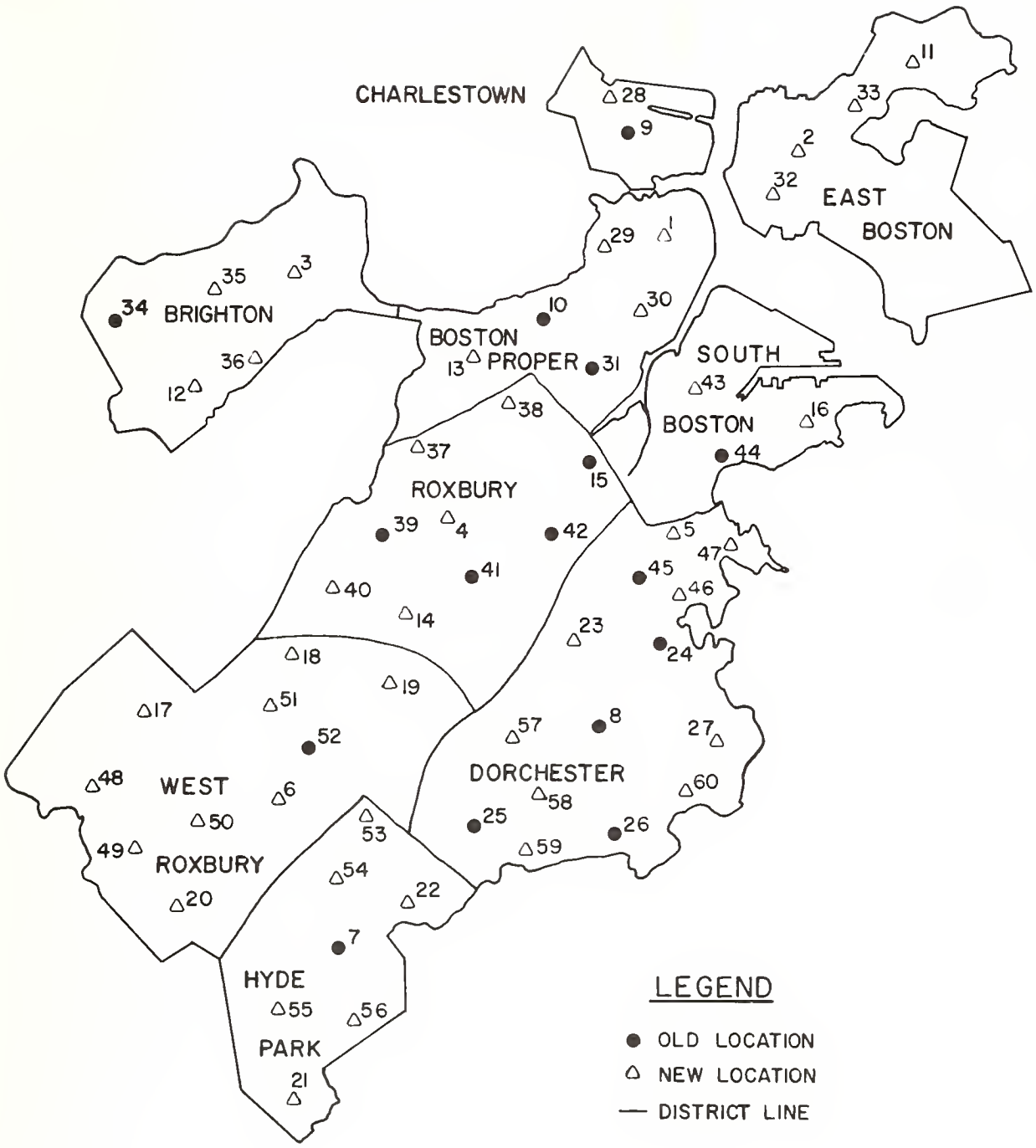

Figure 6: Sixty Suggested Sites for Stationary Public Library Outlets in Boston

To serve children adequately without bookmobile service, fifty-two stationary outlets would be needed in addition to the first eight. With sixty units, no child would have to travel more than one-half mile to reach a public library.

If it is thought that Boston should maintain no more than twenty-seven stationary outlets, locations numbered one through twenty-seven in Fig. 6 should be used in order to provide in a more effective manner equal access to library outlets for all residents. With twenty-seven stationary outlets located approximately one and one-half miles apart, nearly all Bostonians would have to travel no more than three-quarters of a mile to reach a public library. Fig. 7 shows that—as compared with the locations of stationary public library outlets in 1963—the proposed sites are more equitably distributed among the various districts of Boston.

To insure that no child would have to travel more than half a mile to obtain library service, all sixty units would have to be established whether the present branch system is maintained or a regional library system is developed. Under a regional library system, the first eight units would be regional libraries offering the full range of services to all age groups while the other outlets would primarily serve children. On a priority basis, locations numbered 1 through 8 should be used first; locations numbered 9 through 27 should be used next; and finally locations numbered 28 through 60 should be used.

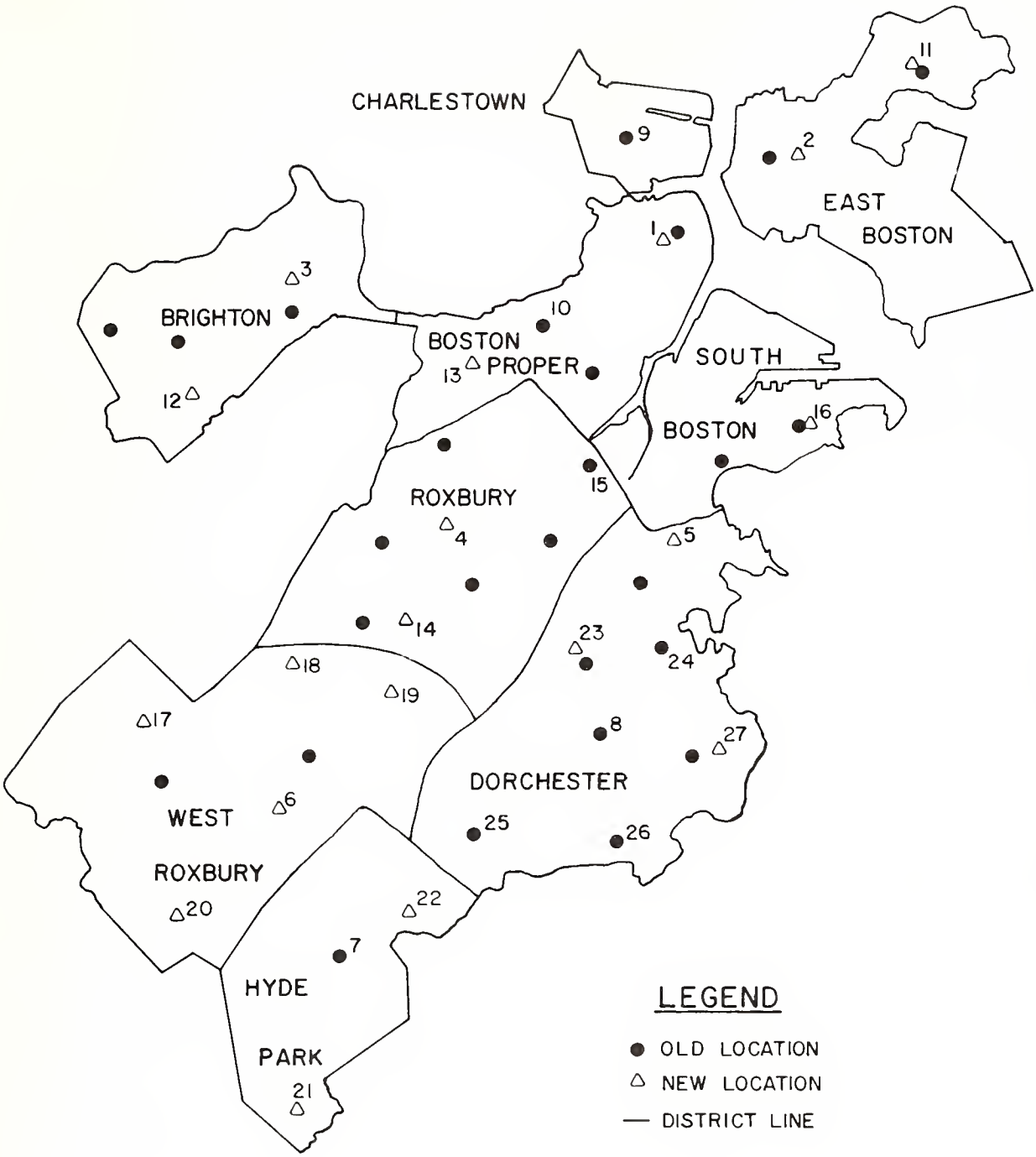

Figure 7: Twenty-seven Suggested Sites for Stationary Public Library Outlets, as Compared with Library Locations in Boston in 1963

CHAPTER VI. A QUANTITATIVE ANALYSIS OF LIBRARY COLLECTIONS AND THE AMOUNTS APPROPRIATED FOR THEIR PURCHASE

The strength of a library's service to the public depends upon the strength of the collections of book and non-book materials which the public can readily use. This chapter will discuss the size of library collections and the book budget.

As of December 31, 1961, the total book stock in the twenty-six stationary branches of the Boston Public Library varied from 11,277 to 31,293 volumes, with the median at 19,754.5 volumes, as Table 11 indicates. Considering the populations served by the various branches, the book stock per capita ranged from 0.5 to 1.6 volumes, with a median of 0.9 volumes per capita.

TABLE 11

BOOK COLLECTIONS IN STATIONARY BRANCHES OF THE BOSTON PUBLIC LIBRARY, AS OF DECEMBER 31, 1961*

Branch Library	No. of Volumes Held	Estimated Population Served (1960)	Volumes per Capita
Adams Street	24,769	21,615	1.1
Allston	23,821	21,984	1.1
Brighton	20,656	30,108	0.7
Charlestown	18,485	20,147	0.9
Codman Square	22,788	26,100	0.9
Connolly	19,339	21,449	0.9
Dorchester	19,576	25,029	0.8
East Boston	17,601	29,164	0.6
Egleston Square	24,765	24,587	1.0
Faneuil	19,933	12,191	1.6
Hyde Park	24,317	33,123	0.7
Jamaica Plain	21,914	18,605	1.2
Lower Mills	15,360	13,892	1.1
Mattapan	22,895	30,034	0.8
Memorial	17,992	23,415	0.8
Mount Bowdoin	17,067	22,282	0.8
Mount Pleasant	14,224	27,092	0.5
North End	17,615	11,970	1.5
Orient Heights	11,277	13,762	0.8
Parker Hill	18,961	22,989	0.8
Roslindale	31,293	36,289	0.9
South Boston	24,758	33,859	0.7
South End	17,560	32,899	0.5
Uphams Corner	20,281	28,377	0.7
Washington Village	18,487	16,359	1.1
West Roxbury	27,367	25,328	1.1
Median	19,754	24,001	0.9

*Data from Division of Home Reading and Community Service, Boston Public Library.

At the same time, according to data in Table 12, all of the free public libraries in Massachusetts that served between 20,000 and 100,000 persons had collections ranging from 37,624 to 288,484 volumes, with a median collection of 109,507 volumes. For those independent public libraries serving between 20,000 and 30,000 persons, the median collection consisted of 68,607 volumes, or about three and one-half times as many volumes as the typical branch serving the same size of population held; the range extended from 38,053 to 98,000 volumes. On a per capita basis, the independent libraries in the 20,000 to 100,000 population range supplied between 0.9 and 5.3 volumes per capita, with a median of 2.6 volumes per capita. For all of the free public libraries serving between 20,000 and 30,000 persons, the median number of volumes per capita was 2.8 and the range was from 1.8 to 3.6. Residents of small independent towns had available to them three times as many books per capita as residents of branch service areas in Boston, unless these Bostonians used the resources of the central library.

In the Boston Public Library as a whole, there were 2,182,355 volumes at the end of 1961, or 3.1 volumes for each Bostonian. Of the total book stock, 1,434,577 volumes (65.7 percent) were in the Division of Reference and Research Services and another 128,035 books were housed in units of the Division of Home Reading and Community Services located in the central library.

In the four independent public libraries selected for comparison with Boston's branches, the total book collections ranged from 98,000 volumes to 316,920 volumes, with a median of 134,991.5 volumes, as Table 13 indicates; the number of volumes per capita varied from 2.5 to 3.5 with a median of 3.0. In the two high school libraries selected for comparison, the collections consisted of 7,000 volumes and 11,300 volumes each, with a median of 9,150 volumes; one school library supplied 4.7 volumes per student while the other supplied 7.1 volumes per student, the median being 5.9. The new standards for school libraries call for ten volumes per pupil.[1] Neither of the two high school libraries visited held book stocks that met established standards.

The 533,101 books in the twenty-six stationary branches of the Boston Public Library at the end of 1961 were divided according to age groups—those for adults, young adults, and children. As Table 14 shows, adult and young adult collections constituted nearly three-fifths of the typical branch's book stock. The adult and young adult collections varied from 5,979 to 16,360 volumes, with a median of 12,013.5 volumes.

Data for the year ending December 31, 1961, did not include a breakdown of adult and young adult collections into fiction and non-fiction books; such information was only available for stationary branch collections as of February 1, 1963.[2] With all branches except one reporting, the adult and young adult collections still constituted 59 percent of the typical branch's book stock, as shown in Table 15. Fiction accounted for 36 percent of the total adult and young adult collections while nonfiction accounted for 64 percent. For the twenty-five stationary branches which furnished data, the range in the number of volumes of adult and young adult fiction was from 2,371 to 8,456, with a median of 4,234; from 3,609 to 11,809 volumes of adult and young adult nonfiction were held in the branches, with a median of 7,370 volumes.

As Table 14 indicates, 41 percent of the typical stationary branch's collections was composed of books for children. The number of children's books at the end of 1961 ranged from 5,298 to 14,933, with a median of 8,201.

The holdings of children's volumes as of February 1, 1963, are shown in Table 15. A comparison of the columns for adult and young adult nonfiction and for children's books indicates that the typical stationary branch held larger collections of juvenile books than of adult and young adult nonfiction. The median number of children's volumes held near the beginning of 1963 was 8,354, as compared with 7,370 for adult and young adult nonfiction.

Nineteen of the Boston branches had some recordings as part of their collections at the end of 1961, as Table 16 indicates. Branch holdings ranged from 5 to 544 records. At the central library, a collection of 6,004 recordings was available for circulation while 4,982 more records were reference items. Three of the four independent public libraries visited—those at Framingham, Lexington, and Malden—had collections of recordings. Statistics were not obtained at Lexington, but at Framingham there were 2,536 records and at Malden there were 3,984 records as of December 31, 1962.

Films were available to the branches in Boston through the Audio-Visual Department at the central library. The collection consisted of 1,277 films at the end of 1961. At the end of 1962, the Framingham and Malden libraries had 145 and 9 films, respectively.

As Table 17 reveals, the number of periodicals received by stationary branches in Boston during 1961 varied from twenty-eight to sixty-six, with a median of 46.8. During 1963, as shown in Table 18, the four independent public libraries selected for comparison received between 79 and 355 periodical

TABLE 12*

BOOK COLLECTIONS IN FREE PUBLIC LIBRARIES IN MASSACHUSETTS SERVING POPULATIONS FROM 20,000 TO 100,000 AS OF DECEMBER 31, 1961**

Municipality	No. of Volumes Held	Population Served (1960)	Volumes per Capita
Arlington	136,856	49,953	2.7
Attleboro	77,698	27,118	2.9
Belmont	69,271	28,715	2.4
Beverly	114,238	36,108	3.2
Braintree	60,130	31,069	1.9
Brockton	153,734	72,813	2.1
Brookline	288,484	54,044	5.3
Chelsea	115,561	33,749	3.4
Chicopee	85,785	61,553	1.4
Danvers	49,846	21,926	2.3
Dedham	67,943	23,869	2.8
Fall River	187,457	99,942	1.9
Fitchburg	94,670	43,021	2.2
Framingham	109,507	44,526	2.5
Haverhill	150,396	46,346	3.2
Holyoke	137,257	52,689	2.6
Lawrence	157,539	70,933	2.2
Leominster	59,136	27,929	2.1
Lexington	98,000	27,691	3.5
Lowell	193,708	92,107	2.1
Lynn	214,523	94,478	2.3
Malden	160,476	57,676	2.8
Medford	143,547	64,971	2.2
Melrose	80,943	29,619	2.7
Milton	94,458	26,375	3.6
Needham	66,965	25,793	2.6
Newton	270,000	92,384	2.9
Norwood	54,888	24,898	2.2
Peabody	62,160	32,202	1.9
Pittsfield	117,089	57,879	2.0
Quincy	191,197	87,409	2.2
Revere	37,624	40,080	0.9
Salem	127,447	39,211	3.3
Saugus	38,053	20,666	1.8
Somerville	162,455	94,697	1.7
Taunton	119,001	41,132	2.9
Wakefield	86,790	24,295	3.6
Waltham	165,184	55,413	3.0
Watertown	148,544	39,092	3.8
Wellesley	77,254	26,071	3.0
West Springfield	47,329	24,924	1.9
Westfield	73,414	26,302	2.8
Winthrop	56,789	20,303	2.8
Median	109,507	39,211	2.6

*Data from: Massachusetts. Department of Education. Division of Library Extension. Seventy-third annual report of the Board of Library Commissioners for the year ending June 30, 1962. [Boston, 1963] pp. 16-21.

**Six municipalities in this population range had more than one independent library and one other town provided no municipal appropriation to the library; these seven were omitted from this table to avoid errors due to inclusion of incomparable data.

TABLE 13

BOOK COLLECTIONS IN SELECTED PUBLIC AND HIGH SCHOOL LIBRARIES IN MASSACHUSETTS*

Library	No. of Volumes Held	Population Served	Volumes per Capita
Cary Memorial Library of Lexington	98,000 (1961)	27,691 (1960)	3.5
Framingham Town Library	109,507 (1961)	44,526 (1960)	2.5
Malden Public Library	160,476 (1961)	57,676 (1960)	2.8
New Bedford Free Public Library	316,920 (1961)	102,477 (1960)	3.1
Median	134,991	51,101	3.0
Boston Girls Latin School Library	ca. 7,000 (1962)	1,520 (1962)	4.7
Newton South High School Library	ca. 11,300 (1962)	ca. 1,600 (1962)	7.1
Median	9,150	1,560	5.9

*Data from the librarians.

TABLE 14

DISTRIBUTION OF BOOKS IN STATIONARY BRANCHES OF THE BOSTON PUBLIC LIBRARY BY AGE GROUPS, AS OF DECEMBER 31, 1961*

Branch Library	Adult and Young Adult Books		Children's Books		Total No. of Volumes
	No. of Volumes	Percent	No. of Volumes	Percent	
Adams Street	15,570	62.9	9,199	37.1	24,769
Allston	14,121	59.3	9,700	40.7	23,821
Brighton	12,388	60.0	8,268	40.0	20,656
Charlestown	11,048	59.8	7,437	40.2	18,485
Codman Square	14,654	64.3	8,134	35.7	22,788
Connolly	11,608	60.0	7,731	40.0	19,339
Dorchester	11,192	57.2	8,384	42.8	19,576
East Boston	9,984	56.7	7,617	43.3	17,601
Egleston Square	14,502	58.6	10,263	41.4	24,765
Faneuil	13,345	66.9	6,588	33.1	19,933
Hyde Park	15,039	61.8	9,278	38.2	24,317
Jamaica Plain	13,475	61.5	8,439	38.5	21,914
Lower Mills	8,230	53.6	7,130	46.4	15,360
Mattapan	14,191	62.0	8,704	38.0	22,895
Memorial	10,314	57.3	7,678	42.7	17,992
Mount Bowdoin	10,418	61.0	6,649	39.0	17,067
Mount Pleasant	8,283	58.2	5,941	41.8	14,224
North End	9,675	54.9	7,940	45.1	17,615
Orient Heights	5,979	53.0	5,298	47.0	11,277
Parker Hill	10,486	55.3	8,475	44.7	18,961
Roslindale	16,360	52.3	14,933	47.7	31,293
South Boston	14,318	57.8	10,440	42.2	24,758
South End	12,123	69.0	5,437	31.0	17,560
Uphams Corner	11,904	58.7	8,377	41.3	20,281
Washington Village	11,578	62.6	6,909	37.4	18,487
West Roxbury	15,597	57.0	11,770	43.0	27,367
Median	12,013.5	59.0	8,201	41.0	19,754.5

*Data from Division of Home Reading and Community Services, Boston Public Library.

TABLE 15

DISTRIBUTION OF BOOKS IN STATIONARY BRANCHES OF THE BOSTON PUBLIC LIBRARY BY AGE GROUPS, AS OF FEBRUARY 1, 1963, WITH DIVISION OF ADULT AND YOUNG ADULT BOOKS INTO FICTION AND NONFICTION CATEGORIES*

Branch Library	Adult and Young Adult Books						Children's Books		
	No. of Volumes	As Percent of Total	No. of Volumes of Fiction	As % of Adult & Young Adult Books	No. of Volumes of Non-fiction	As % of Adult & Young Adult Books	No. of Volumes	As Percent of Total	Total No. of Volumes
Adams Street	15,773	63.1	5,132	32.5	10,641	67.5	9,216	36.9	24,989
Allston	14,846	60.3	5,154	34.7	9,692	65.3	9,767	39.7	24,613
Brighton	12,787	59.9	4,956	38.8	7,831	61.2	8,561	40.1	21,348
Charlestown	11,350	58.9	4,196	37.0	7,154	63.0	7,932	41.1	19,282
Codman Square	14,751	65.5	5,394	36.6	9,357	63.4	7,760	34.5	22,511
Connolly	11,566	59.9	4,714	40.8	6,852	59.2	7,745	40.1	19,311
Dorchester	11,519	58.0	4,149	36.0	7,370	64.0	8,354	42.0	19,873
East Boston	10,290	57.8	3,659	35.6	6,631	64.4	7,515	42.2	17,805
Egleston Square	15,294	60.2	5,961	39.0	9,333	61.0	10,097	39.8	25,391
Faneuil	11,168	64.1	4,260	38.1	6,908	61.9	6,266	35.9	17,434
Hyde Park	16,385	63.3	5,527	33.7	10,858	66.3	9,507	36.7	25,892
Jamaica Plain	13,152	60.0	4,152	31.6	9,000	68.4	8,761	40.0	21,913
Lower Mills	9,024	54.5	3,727	41.3	5,297	58.7	7,533	45.5	16,557
Mattapan	14,378	62.7	4,302	29.9	10,076	70.1	8,563	37.3	22,941
Memorial	10,658	57.0	3,550	33.3	7,108	66.7	8,041	43.0	18,699
Mount Bowdoin	10,776	60.4	4,234	39.3	6,542	60.7	7,067	39.6	17,843
Mount Pleasant	7,274	56.4	2,829	38.9	4,445	61.1	5,618	43.6	12,892
North End	9,143	53.6	2,371	25.9	6,772	74.1	7,935	46.5	17,078
Orient Heights	6,387	55.3	2,778	43.5	3,609	56.5	5,163	44.7	11,550
Parker Hill	10,725	54.3	3,427	32.0	7,298	68.0	9,021	45.7	19,746
Roslindale	20,265	57.1	8,456	41.7	11,809	58.3	15,221	42.9	35,486
South Boston	14,274	58.5	5,710	40.0	8,564	60.0	10,137	41.5	24,411
South End	10,578	65.4	3,357	31.7	7,221	68.3	5,602	34.6	16,180
Uphams Corner	12,234	56.4	3,758	30.7	8,476	69.3	9,446	43.6	21,680
Washington Village	Data not Reported by Branch Library								
West Roxbury	15,317	57.7	4,953	32.3	10,364	67.7	11,226	42.3	26,543
Median	11,566	58.9	4,234	36.0	7,370	64.0	8,354	41.1	19,873

*Data from Division of Home Reading and Community Services, Boston Public Library.

TABLE 16

HOLDINGS OF RECORDINGS IN STATIONARY OUTLETS OF THE BOSTON PUBLIC LIBRARY, AS OF DECEMBER 31, 1961*

Stationary Outlet	No. of Recordings Held
Adams Street branch	314
Allston branch	0
Brighton branch	121
Charlestown branch	189
Codman Square branch	0
Connolly branch	100
Dorchester branch	87
East Boston branch	147
Egleston Square branch	589
Faneuil branch	5
Hyde Park branch	103
Jamaica Plain branch	418
Lower Mills branch	0
Mattapan branch	386
Memorial branch	85
Mount Bowdoin branch	0
Mount Pleasant branch	0
North End branch	145
Orient Heights branch	0
Parker Hill branch	107
Roslindale branch	544
South Boston branch	297
South End branch	0
Uphams Corner branch	108
Washington Village branch	99
West Roxbury branch	170
Central library	
Audio-Visual Department	6,004
Music Department	4,982

*Source: Boston Public Library. Statistical report, 1961. (Boston City Document No. 15) Boston [1962], p. 32.

titles, the median number of titles being 240, while the two high school libraries selected for comparison received a median of fifty-three titles, fifteen periodicals being received by one library and ninety-one by the other. The medians for both the independent public libraries and the high school libraries were higher than that for stationary branch libraries. However, the new school library standards recommend that senior high schools receive at least 120 periodical titles in their libraries.[1] If the school libraries visited had met the national standards, they would have had almost three times as many titles as the typical stationary branch in Boston.

None of the stationary branch libraries in Boston retained back copies of periodicals for more than two years, but the central library bound virtually all issues received. While the two high school libraries visited did not maintain back files of periodicals for longer periods than the branches in Boston, except for one which had a few items on microfilm, the four independent libraries held long sets of periodical titles, but no statistics were gathered on the time-spans involved.

In a public library, a static collection of books soon becomes outdated and loses its usefulness. New books must constantly be added to a collection so that it will remain valuable to users of the library. The extent to which stationary branches in Boston acquired books during 1961 is depicted in Table 19. Data on the number of titles accessioned were not available. The median number of volumes added by branches was 2,227.5, with the range from 1,406 to 14,059. While the median number of adult and young adult books added was 1,176, with the range from 706 to 4,515, the median number of

TABLE 17

PERIODICAL TITLES RECEIVED BY STATIONARY BRANCHES OF THE BOSTON PUBLIC LIBRARY DURING 1961*

Branch Library	No. of Titles Received
Adams Street	51
Allston	39
Brighton	34
Charlestown	52
Codman Square	63
Connolly	54
Dorchester	39
East Boston	47
Egleston Square	57
Faneuil	32
Hyde Park	51
Jamaica Plain	64
Lower Mills	33
Mattapan	66
Memorial	43
Mount Bowdoin	47
Mount Pleasant	30
North End	33
Orient Heights	37
Parker Hill	38
Roslindale	47
South Boston	59
South End	28
Uphams Corner	50
Washington Village	44
West Roxbury	65
Median	46.8

*Data from Book Purchasing Department, Boston Public Library.

TABLE 18

PERIODICAL TITLES RECEIVED BY SELECTED PUBLIC AND HIGH SCHOOL LIBRARIES IN MASSACHUSETTS DURING 1963*

Library	No. of Titles Received
Cary Memorial Library of Lexington	355
Framingham Town Library	79
Malden Public Library	180
New Bedford Free Public Library	ca. 300
Median	240
Boston Girls Latin School Library	15
Newton South High School Library	91
Median	53

*Data from the librarians.

TABLE 19

NUMBER OF VOLUMES ACCESSIONED IN STATIONARY BRANCHES OF THE BOSTON PUBLIC LIBRARY BY AGE GROUPS DURING THE YEAR ENDED DECEMBER 31, 1961*

Branch Library	No. of Adult and Young Adult Volumes Added	No. of Children's Volumes Added	Total No. of Volumes Added
Adams Street	1,326	1,289	2,615
Allston	1,163	970	2,133
Brighton	1,140	1,134	2,274
Charlestown	1,577	1,091	2,668
Codman Square	1,782	1,651	3,433
Connolly	1,128	1,053	2,181
Dorchester	1,239	1,290	2,529
East Boston	1,041	702	1,743
Egleston Square	1,352	1,332	2,684
Faneuil	1,099	849	1,948
Hyde Park	1,664	1,302	2,966
Jamaica Plain	1,189	915	2,104
Lower Mills	1,208	1,066	2,274
Mattapan	1,684	1,227	2,911
Memorial	901	800	1,701
Mount Bowdoin	1,056	1,072	2,128
Mount Pleasant	797	793	1,590
North End	974	754	1,728
Orient Heights	706	700	1,406
Parker Hill	1,145	992	2,137
Roslindale	4,515	9,544	14,059
South Boston	1,707	1,557	3,264
South End	864	741	1,605
Uphams Corner	1,379	1,468	2,847
Washington Village	1,139	942	2,081
West Roxbury	1,586	1,348	2,934
Median	1,176	1,069	2,227.5

*Data from Division of Home Reading and Community Services, Boston Public Library.

children's books added was 1,069, with the range from 700 to 9,544. Of the 71,943 volumes added to the collections in stationary branch libraries in Boston in 1961, 35,361, or about 49 percent, were adult and young adult books and 36,582, or about 51 percent, were juvenile books.

Comparable statistics on accessions in independent libraries in Massachusetts were not available. However, some data on acquisitions for the year ending December 31, 1962, were obtained at the Framingham and Malden libraries. The Framingham Town Library added 9,915 volumes, of which 5,419 (55 percent), were adult books and the rest juvenile; and the Malden Public Library accessioned 8,300 books.

During 1961, the Boston Public Library spent a total of $338,407 for the purchase of books and periodicals, or forty-eight cents for every Bostonian. For books, $270,337 was expended—$95,155, including $58,395 of trust funds, by the Division of Reference and Research Services and $175,183, including $1,772 of trust funds, by the Division of Home Reading and Community Services; the twenty-six stationary branch libraries are part of the latter division. The distribution among the branches of funds for books and periodicals that came from city appropriations for 1961 is shown in Table 20; trust funds amounted to a small fraction of total branch funds for the purchase of books and periodicals, and are not shown.

City appropriations to stationary branches for books and periodicals varied from $3,034 to $9,324 in 1961, with a median of $4,751. On a per capita basis, the range was from ten cents to thirty-six cents, with a median of twenty-two cents per capita, or less than half of the system-wide per capita expenditure for books and periodicals of forty-eight cents, which included trust funds. The appropriations for periodicals amounted to about 4 percent of the total funds shown in Table 20.

TABLE 20

MUNICIPAL APPROPRIATIONS FOR THE PURCHASE OF BOOKS AND PERIODICALS IN STATIONARY BRANCHES OF THE BOSTON PUBLIC LIBRARY FOR THE YEAR 1961*

Branch Library	Municipal Appropriation	Estimated Population Served (1960)	Appropriation per Capita
Adams Street	$6,490	21,615	$.30
Allston	4,813	21,984	.22
Brighton	4,757	30,108	.16
Charlestown	4,959	20,147	.25
Codman Square	6,487	26,100	.25
Connolly	4,975	21,449	.23
Dorchester	4,475	25,029	.18
East Boston	4,133	29,164	.14
Egleston Square	6,075	24,587	.25
Faneuil	4,421	12,191	.36
Hyde Park	6,237	33,123	.19
Jamaica Plain	4,706	18,605	.25
Lower Mills	4,724	13,892	.34
Mattapan	5,875	30,034	.20
Memorial	3,782	23,415	.16
Mount Bowdoin	4,424	22,282	.20
Mount Pleasant	3,296	27,092	.12
North End	3,743	11,970	.31
Orient Heights	3,033	13,762	.22
Parker Hill	4,745	22,989	.21
Roslindale	9,323	36,289	.26
South Boston	6,510	33,859	.19
South End	3,230	32,899	.10
Uphams Corner	5,980	28,377	.21
Washington Village	4,507	16,359	.28
West Roxbury	6,281	25,328	.25
Median	4,751	24,001	.22

*Data from Division of Business Operations, Boston Public Library.

Table 21 depicts the total appropriations for books and periodicals in all of the independent public libraries in Massachusetts serving between 20,000 and 100,000 persons. In 1961, these libraries received between $5,108 and $62,097 in funds for the purchase of books and periodicals; the median amount was $17,107. On a per capita basis, the range was from sixteen cents to $1.15, with a median of forty cents. For all of the independent libraries in the 20,000 to 30,000 population range, the median appropriation was $12,890, with the spread from $5,309 to $29,698; the typical small library was spending more than two and one-half times as much money on books and periodicals as the typical stationary branch library in Boston which was serving a comparable population. On a per capita basis, too, the small independent library was spending two and one-half times as much for basic library materials as the typical Boston branch, for the median per capita appropriation for books and periodicals in the municipal library serving 20,000 to 30,000 residents was fifty-three cents as compared to twenty-two cents in the median branch; the range for the small independent libraries extended from twenty-six cents to $1.07 per capita.

In independent public libraries in Massachusetts serving between 20,000 and 100,000 persons, the library collections and the annual appropriations for the purchase of books and periodicals are larger than in stationary branch libraries in Boston.

TABLE 21*

FUNDS FOR THE PURCHASE OF BOOKS AND PERIODICALS IN FREE PUBLIC LIBRARIES IN MASSACHUSETTS SERVING POPULATIONS FROM 20,000 TO 100,000 FOR THE YEAR 1961**

Municipality	Appropriation	Population (1960)	Appropriation per Capita
Arlington	$33,081	49,953	$ .66
Attleboro	10,110	27,118	.37
Belmont	15,589	28,715	.54
Beverly	10,600	36,108	.29
Braintree	14,348	31,069	.46
Brockton	25,611	72,813	.35
Brookline	62,097	54,044	1.15
Chelsea	7,813	33,749	.23
Chicopee	11,921	61,553	.19
Danvers	12,521	21,926	.57
Dedham	14,521	23,869	.61
Fall River	20,268	99,942	.20
Fitchburg	20,619	43,021	.48
Framingham	30,600	44,526	.69
Haverhill	13,462	46,346	.29
Holyoke	22,226	52,689	.42
Lawrence	13,322	70,933	.19
Leominster	11,162	27,929	.40
Lexington	29,698	27,691	1.07
Lowell	17,106	92,107	.19
Lynn	31,841	94,478	.34
Malden	24,795	57,676	.43
Medford	23,784	64,971	.37
Melrose	12,780	29,619	.43
Milton	17,679	26,375	.67
Needham	19,539	25,793	.78
Newton	49,500	92,384	.54
Norwood	13,000	24,898	.52
Peabody	5,108	32,202	.16
Pittsfield	21,840	57,879	.38
Quincy	38,088	87,409	.44
Revere	5,743	40,080	.19
Salem	14,444	39,211	.37
Saugus	5,308	20,666	.26
Somerville	30,710	94,697	.32
Taunton	17,577	41,132	.43
Wakefield	15,666	24,295	.64
Waltham	19,433	55,413	.35
Watertown	21,046	39,092	.54
Wellesley	18,732	26,071	.72
West Springfield	8,000	24,924	.32
Westfield	9,816	26,302	.37
Winthrop	5,775	20,303	.28
Median	17,106	39,211	.40

*Data from: Massachusetts. Department of Education. Division of Library Extension. Seventy-third annual report of the Board of Library Commissioners for the year ending June 30, 1962. (Massachusetts Public Document No. 44) [Boston, 1963] pp. 16-21.

**Six municipalities in this population range had more than one independent library and one other town provided no municipal appropriation to the library; these seven were omitted from this table to avoid errors due to inclusion of incomparable data.

CHAPTER VII. A QUALITATIVE ANALYSIS OF LIBRARY COLLECTIONS

In this study, the instruments used for evaluating the quality of collections in the stationary branch libraries and central library of Boston, the central libraries of four smaller municipalities in Massachusetts, and two high school libraries were checklists of books and periodicals developed from nationally known standard lists. While it would be very difficult to get complete agreement on any list of items for checking the quality of holdings, the same checklists were used in analyzing the holdings of all libraries, so the results obtained in all libraries are comparable. On all lists, the central library in Boston had more than 90 percent of the items, showing the validity of the lists for the Boston Public Library.

With respect to the checklist of children's titles, while the central library in Boston held 483, or 96.6 percent, of the 500 items on the list, the median number of titles held by the 26 stationary branches was 392, or 78.4 percent, with the range from 320 (64 percent) to 463 (92.6 percent) as Table 22 reveals. For the four independent public libraries that were visited, the median was 430

TABLE 22

HOLDINGS OF ITEMS ON CHECKLIST OF CHILDREN'S TITLES IN STATIONARY BRANCHES OF THE BOSTON PUBLIC LIBRARY, 1963

Branch Library	No. of Items Held	As Percent of List (N = 500)
Adams Street	378	75.6
Allston	410	82.0
Brighton	396	79.2
Charlestown	414	82.8
Codman Square	416	83.2
Connolly	399	79.8
Dorchester	405	81.0
East Boston	372	74.4
Egleston Square	463	92.6
Faneuil	359	71.8
Hyde Park	420	84.0
Jamaica Plain	383	76.6
Lower Mills	341	68.2
Mattapan	394	78.8
Memorial	379	75.8
Mount Bowdoin	423	84.6
Mount Pleasant	330	66.0
North End	367	73.4
Orient Heights	320	64.0
Parker Hill	374	74.8
Roslindale	435	87.0
South Boston	390	78.0
South End	325	65.0
Uphams Corner	424	84.8
Washington Village	347	69.4
West Roxbury	438	87.6
Median	392	78.4

(86 percent) with the range from 379 (75.8 percent) to 476 (95.2 percent) as shown in Table 23. Table 23 also indicates that both high school libraries studied held fewer than 10 percent of the titles on the checklist of children's books, as one might have expected. In terms of quality, the typical children's collection in an independent public library in Massachusetts serving between about 20,000 and 100,000 persons was only slightly superior to the typical children's collections in a stationary branch library in Boston in 1963, the median independent public library having scored 7.6 percent higher than the median branch on the checklist used for evaluation.

TABLE 23

HOLDINGS OF ITEMS ON CHECKLIST OF CHILDREN'S TITLES IN SELECTED PUBLIC AND HIGH SCHOOL LIBRARIES IN MASSACHUSETTS, 1963

Library	No. of Items Held	As Percent of List (N = 500)
Cary Memorial Library of Lexington	476	95.2
Framingham Town Library	427	85.4
Malden Public Library	379	75.8
New Bedford Free Public Library	433	86.6
Median	430	86.0
Boston Girls Latin School Library	31	6.2
Newton South High School Library	49	9.8
Median	40	8.0

As for the checklist of adult and young adult fiction titles, while the central library in Boston held all 257 items on the list, the median number of titles held by the stationary branches was 171.5 (66.7 percent), with the range from 118 (45.9 percent) to 225 (87.5 percent) as Table 24 indicates. For the four independent public libraries that were visited, the median was 250.5, or 97.5 percent, with the range from 243 (94.6 percent) to 252 (98.1 percent) as depicted in Table 25. Of the two high school libraries, as Table 25 shows, one held 108 (42 percent) of the 257 checklist items while the other held 190 (73.9 percent) with the median being 149, or 58 percent. In terms of quality, the typical fiction collections for adults and young adults in an independent public library in Massachusetts serving between about 20,000 and 100,000 persons were far superior to the typical fiction collections for adults and young adults in a stationary branch library in Boston in 1963, the median independent public library having scored 30.8 percent higher than the median branch on the checklist used as a measuring instrument. The lowest-scoring independent library had fiction collections that were better in quality than those found in any public library outlet in Boston except the central library, as shown by the fact that the lowest independent library score surpassed the highest branch library score by 7.1 percent. One of the two high school libraries visited had a fiction collection superior in quality to the collections at more than half of the stationary branches in Boston since the score made by the school library was higher than the median branch score by 7.2 percent.

On the checklist of adult and young adult nonfiction titles, while the central library in Boston held 702 (93.5 percent) of the 751 items, the median number of titles held by the twenty-six stationary branches was 305.5 (40.7 percent) with the range from 201 (26.8 percent) to 414 (55.1 percent) as Table 26 reveals. The four independent public libraries held from 524 items, or 69.8 percent to 585 items, or 77.9 percent, the median being 559, or 74.4 percent, as depicted in Table 27. Table 27 also shows that the median number of items held by the two high school libraries was 374.5, or almost half of the 751 entries on the list; one library held 264, or 35.2 percent, while the other held 485, or 64.6 percent. The typical independent public library in Massachusetts furnished its users with collections of nonfiction that were overwhelmingly superior in quality to the nonfiction collections provided for adults and young adults by the typical stationary branch in Boston in 1963, the median independent public library having scored 33.7 percent higher than the median branch on the checklist. The median for the two high school libraries was 9.2 percent higher than the median for the branches. The nonfiction collections at the lowest-scoring independent library were better than those found at all public library outlets in Boston aside from the central library, for the lowest independent library score surpassed the highest branch library score by 14.7 percent. One of the two high school libraries visited also had a nonfiction collection superior in quality to those at all Boston public libraries except for

TABLE 24

HOLDINGS OF ITEMS ON CHECKLIST OF ADULT AND YOUNG ADULT FICTION TITLES IN STATIONARY BRANCHES OF THE BOSTON PUBLIC LIBRARY, 1963

Branch Library	No. of Items Held	As Percent of List (N = 257)
Adams Street	153	59.5
Allston	206	80.2
Brighton	194	75.5
Charlestown	165	64.2
Codman Square	200	77.8
Connolly	175	68.1
Dorchester	164	63.8
East Boston	155	60.3
Egleston Square	225	87.5
Faneuil	149	58.0
Hyde Park	151	58.8
Jamaica Plain	204	79.4
Lower Mills	154	59.9
Mattapan	215	83.7
Memorial	192	74.7
Mount Bowdoin	177	68.9
Mount Pleasant	134	52.1
North End	163	63.4
Orient Heights	118	45.9
Parker Hill	148	57.6
Roslindale	206	80.2
South Boston	191	74.3
South End	149	58.0
Uphams Corner	168	65.4
Washington Village	183	71.2
West Roxbury	209	81.3
Median	171.5	66.7

TABLE 25

HOLDINGS OF ITEMS ON CHECKLIST OF ADULT AND YOUNG ADULT FICTION TITLES IN SELECTED PUBLIC AND HIGH SCHOOL LIBRARIES IN MASSACHUSETTS, 1963

Library	No. of Items Held	As Percent of List (N = 257)
Cary Memorial Library of Lexington	243	94.6
Framingham Town Library	252	98.1
Malden Public Library	250	97.3
New Bedford Free Public Library	251	97.7
Median	250.5	97.5
Boston Girls Latin School Library	108	42.0
Newton South High School Library	190	73.9
Median	149	58.0

TABLE 26

HOLDINGS OF ITEMS ON CHECKLIST OF ADULT AND YOUNG ADULT NONFICTION TITLES IN STATIONARY BRANCHES OF THE BOSTON PUBLIC LIBRARY, 1963

Branch Library	No. of Items Held	As Percent of List (N = 751)
Adams Street	322	42.9
Allston	353	47.0
Brighton	349	46.5
Charlestown	285	37.9
Codman Square	351	46.7
Connolly	301	40.1
Dorchester	306	40.7
East Boston	280	37.3
Egleston Square	377	50.2
Faneuil	261	34.8
Hyde Park	305	40.6
Jamaica Plain	354	47.1
Lower Mills	252	33.6
Mattapan	362	48.2
Memorial	310	41.3
Mount Bowdoin	293	39.0
Mount Pleasant	220	29.3
North End	281	37.4
Orient Heights	201	26.8
Parker Hill	300	39.9
Roslindale	385	51.3
South Boston	314	41.8
South End	265	35.3
Uphams Corner	324	43.1
Washington Village	284	37.8
West Roxbury	414	55.1
Median	305.5	40.7

TABLE 27

HOLDINGS OF ITEMS ON CHECKLIST OF ADULT AND YOUNG ADULT NONFICTION TITLES IN SELECTED PUBLIC AND HIGH SCHOOL LIBRARIES IN MASSACHUSETTS, 1963

Library	No. of Items Held	As Percent of List (N = 751)
Cary Memorial Library of Lexington	585	77.9
Framingham Town Library	540	71.9
Malden Public Library	578	77.0
New Bedford Free Public Library	524	69.8
Median	559	74.4
Boston Girls Latin School Library	264	35.2
Newton South High School Library	485	64.6
Median	374.5	49.9

TABLE 28

PERCENTAGE OF ITEMS ON CHECKLIST OF ADULT AND YOUNG ADULT NONFICTION TITLES, ARRANGED BY DEWEY DECIMAL CLASSIFICATION, IN STATIONARY BRANCHES OF THE BOSTON PUBLIC LIBRARY, 1963

Branch Library	000 class % (N = 36)	100 class % (N = 17)	200 class % (N = 42)	300 class % (N = 79)	400 class % (N = 25)	500 class % (N = 81)
Adams Street	25.0	47.1	35.7	40.5	36.0	43.2
Allston	33.3	64.7	47.6	43.0	48.0	35.8
Brighton	33.3	64.7	38.1	45.6	40.0	42.0
Charlestown	36.1	23.5	38.1	43.0	32.0	32.1
Codman Square	38.9	47.1	50.0	46.8	48.0	39.5
Connolly	30.6	41.2	35.7	40.5	44.0	34.6
Dorchester	36.1	52.9	38.1	41.8	44.0	37.0
East Boston	25.0	58.8	28.6	40.5	16.0	38.3
Egleston Square	33.3	41.2	50.0	50.6	36.0	46.9
Faneuil	30.6	41.2	26.2	39.2	32.0	25.9
Hyde Park	25.0	52.9	35.7	35.4	24.0	39.5
Jamaica Plain	36.1	58.8	33.3	46.8	40.0	32.1
Lower Mills	33.3	29.4	35.7	35.4	36.0	25.9
Mattapan	36.1	47.1	47.6	48.1	44.0	35.8
Memorial	38.9	70.6	28.6	44.3	32.0	37.0
Mount Bowdoin	22.2	70.6	47.6	39.2	40.0	28.4
Mount Pleasant	25.0	41.2	16.7	31.6	20.0	29.6
North End	22.2	64.7	38.1	39.2	44.0	28.4
Orient Heights	30.6	23.5	19.0	27.8	28.0	22.2
Parker Hill	33.3	29.4	47.6	39.2	36.0	34.6
Roslindale	41.7	58.8	42.9	48.1	48.0	45.7
South Boston	38.9	47.1	38.1	45.6	40.0	39.5
South End	27.8	41.2	35.7	39.2	28.0	28.4
Uphams Corner	33.3	35.3	33.3	49.4	28.0	32.1
Washington Village	25.0	41.2	35.7	29.1	40.0	33.3
West Roxbury	38.9	70.6	50.0	53.2	52.0	48.1
Median	32.8	47.1	36.9	41.1	38.0	35.2

Branch Library	600 class % (N = 45)	700 class % (N = 51)	800 class % (N = 121)	900 class % (N = 176)	Biography % (N = 78)
Adams Street	33.3	37.3	54.5	42.0	51.3
Allston	40.0	33.3	67.8	39.2	62.8
Brighton	22.2	39.2	66.1	42.0	59.0
Charlestown	35.6	13.7	53.7	33.5	47.4
Codman Square	42.2	29.4	59.5	39.8	65.4
Connolly	26.7	25.5	55.4	35.2	55.1
Dorchester	28.9	17.6	57.9	35.8	50.0
East Boston	35.6	25.5	53.7	29.5	46.2
Egleston Square	42.2	49.0	71.1	41.5	60.3
Faneuil	26.7	19.6	52.1	28.4	47.4
Hyde Park	37.8	27.5	52.1	38.1	57.7
Jamaica Plain	37.8	33.3	68.6	45.5	60.3
Lower Mills	24.4	21.6	52.1	26.7	38.5
Mattapan	40.0	37.3	66.1	42.6	65.4
Memorial	28.9	31.4	48.8	38.1	56.4

TABLE 28 (continued)

Branch Library	600 class % (N = 45)	700 class % (N = 51)	800 class % (N = 121)	900 class % (N = 176)	Biography % (N = 78)
Mount Bowdoin	28.9	31.4	54.5	29.5	53.8
Mount Pleasant	22.2	13.7	41.3	24.4	42.3
North End	28.9	25.5	49.6	31.8	50.0
Orient Heights	17.8	27.5	44.6	15.9	34.6
Parker Hill	42.2	31.4	52.9	31.8	51.3
Roslindale	48.9	41.2	70.2	43.8	64.1
South Boston	33.3	21.6	55.4	31.8	62.8
South End	26.7	11.8	47.9	33.0	48.7
Uphams Corner	37.8	33.3	58.7	40.9	55.1
Washington Village	33.3	29.4	60.3	27.8	52.6
West Roxbury	48.9	33.3	66.9	55.1	71.8
Median	33.8	29.4	55.0	35.5	54.5

the main library. This high school library held 64.6 percent of the checklist items as compared with 55.1 percent at the highest ranking branch.

When the holdings of the 751 items on the checklist of adult and young adult nonfiction are arranged in large subject groupings according to the Dewey decimal classification, the specific weaknesses of the nonfiction collections in stationary branches in Boston becomes apparent. As shown in Tables 28 and 29, the median branch held fewer titles on the selected list than did the median of the four independent libraries. In only two subject areas out of eleven (the 100's and the 600's) did the median branch exceed the median average holding of the two high school libraries.

TABLE 29

PERCENTAGE OF ITEMS ON CHECKLIST OF ADULT AND YOUNG ADULT NONFICTION TITLES, ARRANGED BY DEWEY DECIMAL CLASSIFICATION, IN SELECTED PUBLIC AND HIGH SCHOOL LIBRARIES IN MASSACHUSETTS, 1963

Library	000 class % (N = 36)	100 class % (N = 17)	200 class % (N = 42)	300 class % (N = 79)	400 class % (N = 25)	500 class % (N = 81)
Cary Memorial Library of Lexington	88.9	76.5	81.0	77.2	68.0	75.3
Framingham Town Library	88.9	58.8	66.7	67.1	68.0	60.5
Malden Public Library	83.4	82.4	78.6	70.9	96.0	75.3
New Bedford Free Public Library	86.1	82.4	66.7	64.6	84.0	50.6
Median	87.5	79.5	72.7	69.0	76.0	67.9
Boston Girls Latin School Library	44.4	0.0	54.8	58.2	48.0	39.5
Newton South High School Library	52.8	35.3	28.6	64.6	68.0	60.5
Median	48.6	17.7	41.7	61.4	58.0	50.0

TABLE 29 (continued)

Library	600 class % (N = 45)	700 class % (N = 51)	800 class % (N = 121)	900 class % (N = 176)	Biography % (N = 78)
Cary Memorial Library of Lexington	62.2	66.7	81.0	77.8	89.7
Framingham Town Library	46.7	66.7	78.5	72.2	94.9
Malden Public Library	64.4	72.5	80.2	71.0	92.3
New Bedford Free Public Library	57.8	58.8	74.4	68.8	91.0
Median	60.0	66.7	79.4	71.6	91.7
Boston Girls Latin School Library	28.9	2.0	47.1	20.5	35.9
Newton South High School Library	35.6	66.7	93.4	61.9	75.6
Median	32.3	34.4	70.3	41.2	55.8

The extent to which the stationary branch libraries in Boston received periodicals of recognized quality during 1963 is shown by Table 30. While the central library in the city received all of the 128 checklist items, the median branch library received only thirty-two items, or one-quarter of the total, with the range from twenty (15.6 percent) to forty-seven (36.7 percent). For the four independent public

TABLE 30

NUMBER OF ITEMS ON CHECKLIST OF PERIODICAL TITLES RECEIVED BY STATIONARY BRANCHES OF THE BOSTON PUBLIC LIBRARY, AS OF JULY, 1963

Branch Library	No. of Items Received	As Percent of List (N = 128)
Adams Street	39	30.5
Allston	21	16.4
Brighton	26	20.3
Charlestown	36	28.1
Codman Square	45	35.2
Connolly	35	27.3
Dorchester	31	24.2
East Boston	29	22.7
Egleston Square	36	28.1
Faneuil	23	18.0
Hyde Park	45	35.2
Jamaica Plain	47	36.7
Lower Mills	28	21.9
Mattapan	43	33.6
Memorial	31	24.2
Mount Bowdoin	29	22.7
Mount Pleasant	24	18.8
North End	20	15.6
Orient Heights	23	18.0
Parker Hill	27	21.1
Roslindale	37	28.9
South Boston	35	27.3
South End	22	17.2
Uphams Corner	39	30.5
Washington Village	33	25.8
West Roxbury	38	29.7
Median	32	25.0

libraries, the median number of periodical checklist items received in 1963 was 107 (83.6 percent) with the range from 76 (59.4 percent) to 114 (89.1 percent) as Table 31 indicates. Of the two high school libraries, as also shown in Table 31, one received thirteen checklist items (10.2 percent) while the other received fifty-one titles (39.8 percent) with the result that the median was the same as that for the typical branch, thirty-two items or 25 percent of the total. In terms of quality, the periodicals collection in the typical independent public library in Massachusetts serving a population between 20,000 and 100,000 persons was far superior to that found in the typical stationary branch library in Boston in 1963, since the median number of checklist items received by the former library exceeded the median number of titles received by the latter by 58.6 percent. The periodicals collection at the lowest scoring independent library was better than that found at any public library outlet in Boston with the exception of the central library, for the lowest independent library score surpassed the highest branch library score by 22.7 percent.

Since one aspect of the quality of a periodicals collection is the extent of back files, it should be noted that none of the stationary branch libraries in Boston retained back copies for more than two years, so that their periodicals collections were inadequate for most reference work. The two high school libraries visited also did not maintain extensive back files, although one had a few items available on microfilm. The central library in Boston and the four independent public libraries, however, held long—and sometimes complete—sets of periodicals for reference use; no statistics were gathered on the length of back files.

The user of the typical free public library in Massachusetts in the 20,000 to 100,000 population range had readily available to him better collections of children's books, adult and young adult fiction and nonfiction, and periodicals than he could obtain by visiting the typical stationary branch library in Boston in 1963. The better high school library, too, had collections of adult and young adult fiction and nonfiction, and periodicals that were superior in quality to what was available at the typical Boston branch. To obtain a supply of high quality materials comparable to what he would have had available if he lived in a municipality of 20,000 to 100,000 inhabitants, a resident of Boston had to travel to the central library or request that items be sent to his neighborhood branch through interdepartmental loan service. Reference items and periodicals, however, would not be sent to branches through interdepartmental loan service.

TABLE 31

NUMBER OF ITEMS ON CHECKLIST OF PERIODICAL TITLES RECEIVED BY SELECTED PUBLIC AND HIGH SCHOOL LIBRARIES IN MASSACHUSETTS, AS OF JULY, 1963

Library	No. of Items Received	As Percent of List (N = 128)
Cary Memorial Library of Lexington	114	89.1
Framingham Town Library	76	59.4
Malden Public Library	104	81.3
New Bedford Free Public Library	110	85.9
Median	107	83.6
Boston Girls Latin School Library	13	10.2
Newton South High School Library	51	39.8
Median	32	25.0

CHAPTER VIII. READER SERVICES PROVIDED BY PUBLIC LIBRARIES

The services provided for adults, young adults, and children from July 1, 1962, through June 30, 1963, by the stationary outlets of the Boston Public Library and the main libraries in four Massachusetts municipalities with about 20,000 to 100,000 inhabitants were compared. Data were obtained through interviews with librarians conducted in the spring and summer of 1963, during which copies of the checklist of reader services (shown as Appendix I) were filled out.

Services for children were offered by all of the public libraries visited, but the definition of children varied. In Boston, Framingham, Malden, and New Bedford, children's areas in public libraries were reserved for youngsters through thirteen years of age, or the eighth grade in school, while in Lexington, youngsters above the sixth grade were no longer restricted to the children's room of the library.

Elementary school libraries had been established in Lexington, but not in Boston or the other three independent municipalities. Therefore, the public libraries supplied the only library service available to children in Boston, Framingham, Malden, and New Bedford. During the 1962-63 school year, deposit collections were officially supplied to elementary school classrooms in Framingham, Malden, and New Bedford by the respective public libraries. Small children in Boston, however, had to travel to the nearest stationary neighborhood outlet for their library books, unless bookmobiles stopped at their schools weekly. Since the Boston Public Library suspended operation of its classroom deposit service in 1960, a few branch librarians reported furnishing some book collections unofficially to a small number of teachers.

All public libraries visited provided children with materials for home use, reference service, and reading guidance. Because the quality of these services is dependent upon the quality of the collections—and the collections were shown to be slightly superior in small independent libraries—it is assumed that the libraries in the small municipalities were able to provide these services slightly better than the branches in Boston. No comparable statistics on the amount of reference service and reading guidance given to individuals were gathered. Most Boston outlets and the four independent libraries offered to reserve items for children when these materials were temporarily unavailable.

Although reader interest files and reading records were not maintained, all children's librarians reported conferring with some parents about the reading of their children; reliable statistics on this matter could not be obtained. The absence of adequate communication between teachers and librarians with regard to class assignments and the reading of individual students was mentioned by children's librarians. None of the public libraries studied distributed forms to teachers upon which the teachers could note future assignments so that the librarians might be able to plan ahead. The development of planned reading programs for individual youngsters was not reported by any of the children's librarians. More teacher-librarian cooperation would probably improve library service to children in all libraries.

Half of Boston's twenty-six stationary branches prepared booklists for children during the year ended June 30, 1963, as shown in Table 32: the statistics presented were not truly comparable because of variations in the content of the bibliographies. At the central library in Boston, about fifty booklists were prepared by the reader's adviser for children; in most cases, these bibliographies were mass-produced and distributed to all outlets in the system. Only one of the four independent libraries, as Table 33 indicates, issued booklists for children. With regard to this service, Boston's branch libraries seem to have done a better job than the independent libraries; only half of the branches, however, provided booklists for youngsters.

Each of the outlets in the Boston Public Library sponsored summer reading clubs for children during 1962; the number of active participants in each is shown in Table 32. One branch library also sponsored a reading club throughout the year. As Table 33 illustrates, only one independent library maintained a summer reading club while the other three did not; none of the four independent libraries ran a year-round reading club.

TABLE 32

ESTIMATED AMOUNTS OF SPECIFIC SERVICES PROVIDED FOR CHILDREN BY STATIONARY OUTLETS OF THE BOSTON PUBLIC LIBRARY DURING THE YEAR ENDED JUNE 30, 1963

Outlet	No. of Booklists Prepared	No. of Active Participants in Summer Reading Clubs Served	No. of Story Hours Presented[a]		No. of Visits to or by Groups for Purposes of					
					Orientation[b]		Instruction[b]		Both[b]	
			Pre-school	Regular	to Groups	by Groups	to Groups	by Groups	to Groups	by Groups
Adams Street branch	--	102	70	--	54	--	--	--	--	3
Allston branch	--	70	--	17	84	--	--	--	--	--
Brighton branch	6	120	35	35	75	37	--	--	--	--
Charlestown branch	--	70	--	35	94	--	--	--	--	14
Codman Square branch	8	215	--	35	56	7	--	1	45	--
Connolly branch	--	200	35	--	97	5	--	--	8	2
Dorchester branch	--	20	35	17	80	3	21	--	--	10
East Boston branch	8	47	--	35	36	--	--	--	--	--
Egleston Square branch	2	64	17	35	206	26	3	13	--	--
Faneuil branch	--	NA	17	--	40	--	--	--	--	5
Hyde Park branch	--	70	17	24	55	2	--	--	15	--
Jamaica Plain branch	--	65	17	35	200	6	--	--	50	--
Lower Mills branch	--	60	--	35	142	--	--	--	--	1
Mattapan branch	10	75	35	17	60	--	--	--	--	--
Memorial branch	--	44	--	35	78	15	--	9	--	--
Mount Bowdoin branch	23	35	--	35	83	29	--	3	--	--
Mount Pleasant branch	--	4	35	--	44	3	--	--	--	--
North End branch	3	30	35	35	189	--	--	--	--	9
Orient Heights branch	--	80	--	--	93	--	--	--	1	--
Parker Hill branch	10	22	--	17	42	5	--	6	--	--
Roslindale branch	45	178	35	17	105	31	--	--	--	--
South Boston branch	24	183	--	35	131	130	--	--	--	1
South End branch	--	12	35	35	51	--	--	--	--	11
Uphams Corner branch	6	60	17	--	51	26	--	--	--	--
Washington Village branch	13	60	35	35	94	--	--	--	--	5
West Roxbury branch	10	25	35	--	35	1	--	--	--	12
Central library	50	48	--	17	66	22	--	2	--	--

TABLE 32 (continued)

Outlet	No. of Film Showings Presented	No. of Lecture Programs Presented	No. of Musical Programs Presented		No. of Non-musical Record Programs Presented	No. of Puppet Shows Presented	No. of Library-Sponsored Groups[c]	No. of Times Space Provided for	
			Live	Recorded				Group Meetings	Art Exhibits
Adams Street branch	17	--	--	56	--	--	--	4	9
Allston branch	--	--	--	--	--	--	1	--	1
Brighton branch	17	--	--	--	--	--	--	--	1
Charlestown branch	35	--	--	35	--	--	--	--	1
Codman Square branch	--	--	--	--	--	--	--	10	1
Connolly branch	17	--	--	--	--	1	--	10	1
Dorchester branch	8	--	1	--	--	--	--	--	1
East Boston branch	8	--	--	--	--	--	--	21	1
Egleston Square branch	10	--	--	8	NA	--	--	30	2
Faneuil branch	8	--	--	--	--	--	--	--	9
Hyde Park branch	8	--	--	--	--	--	--	5	1
Jamaica Plain branch	--	--	--	--	--	--	--	--	1
Lower Hills branch	--	--	--	--	--	--	--	--	3
Mattapan branch	8	--	--	--	35	--	--	--	1
Memorial branch	--	--	--	2	--	--	--	NA	2
Mount Bowdoin branch	--	--	--	--	--	--	--	--	1
Mount Pleasant branch	--	--	--	--	--	--	--	--	1
North End branch	--	--	--	--	--	10	1	--	1
Orient Heights branch	--	--	--	--	--	--	--	--	1
Parker Hill branch	17	--	--	--	--	--	1	--	1
Roslindale branch	17	--	--	17	--	--	--	--	1
South Boston branch	35	--	--	--	4	--	--	--	1
South End branch	17	--	--	--	--	--	--	--	2
Uphams Corner branch	--	--	--	35	NA	--	--	--	4
Washington Village branch	8	--	--	1	--	--	--	--	1
West Roxbury branch	8	--	--	--	--	--	--	--	1
Central library	17	--	--	--	--	--	--	--	2

NA = Not Available

[a]Excludes story hours presented as part of class visits.

[b] These are mutually exclusive categories.

[c]Excludes story hour groups and summer reading clubs, but includes year-round reading, puppetry group, and drama club.

Both preschool story hours and regular story hours for older youngsters were presented by the public libraries studied, as shown in Tables 32 and 33. Sixteen of Boston's twenty-six branches provided children with preschool story hours—five branches offering them every two weeks, ten branches offering them once a week, and one branch offering them twice a week. One independent library presented preschool story hours weekly, another offered a total of twelve during the summer, and the

other two provided none. The central library in Boston provided no programs for preschool youngsters, but did present two regular story hours a month. With regard to regular story hours, nineteen branches scheduled them—five provided them twice a month, one offered them three times a month, and thirteen ran weekly programs. Of the four independent libraries, one presented one regular story hour a year while the others presented none. In terms of story hours, the branch libraries in Boston were providing service superior to that available at independent public libraries in Massachusetts serving approximately 20,000 to 100,000 persons.

TABLE 33

ESTIMATED AMOUNTS OF SPECIFIC SERVICES PROVIDED FOR CHILDREN BY THE MAIN LIBRARIES OF SELECTED MUNICIPALITIES IN MASSACHUSETTS DURING THE YEAR ENDED JUNE 30, 1963

Municipality	No. of Booklists Prepared	No. of Active Participants in Summer Reading Clubs Served	No. of Story Hours Presented[a]		No. of Visits to or by Groups for Purposes of Instruction[b]					
					Orientation[b]				Both[b]	
			Preschool	Regular	to Groups	by Groups	to Groups	by Groups	to Groups	by Groups
Framingham	4	400	--	--	2	--	--	--	--	270
Lexington	--	--	12	--	2	12	--	--	--	--
Malden	--	--	35	--	4	--	--	--	--	3
New Bedford	--	--	--	--	NA	NA	NA	NA	NA	NA

Municipality	No. of Film Showings Presented	No. of Lecture Programs Presented	No. of Musical Programs Presented		No. of Non-musical Record Programs Presented	No. of Puppet Shows Presented	No. of Library-Sponsored Groups[c]	No. of Times Space Provided for	
			Live	Recorded				Group Meetings	Art Exhibit
Framingham	10	--	--	--	--	--	--	--	1
Lexington	--	--	--	--	--	1	--	--	--
Malden	--	1	--	--	--	--	--	--	--
New Bedford	--	--	--	--	--	4	--	--	--

NA = Not Available
[a]Excludes story hours presented as part of class visits.
[b]These are mutually exclusive categories.
[c]Excludes story hour groups and summer reading clubs.

Orientation and instruction in the use of libraries and library materials are important aspects of the work of children's librarians. Although some of this is accomplished on an individual basis, the bulk of the orientation and instruction is carried out through visits by classes of students to the libraries and through visits by librarians to classes of students in schools. As Table 32 indicates, twenty-two of Boston's twenty-six branches were visited by some classes during the 1962-63 school year, but it was more common for children's librarians to visit classes in schools; in some cases, groups of children other than school classes visited libraries or were visited by librarians. Although data were not supplied, children's librarians reported that, on the average, those classes in Boston which met with librarians, either in schools or libraries, received orientation and/or instruction

twice a year. Story-telling or a book talk was part of every orientation meeting. Group instruction was given less frequently, as Table 32 shows, but when it was given, the two were often combined. There were fewer group visits at the central library in Boston than at several branches.

Of the four independent libraries, all but one furnished figures on group orientation and instruction, as depicted in Table 33. In Framingham, all school classes visited the library about fifteen times per school year, making a total of 270 visits, so that visits to classes by the children's librarians were unnecessary. The other two independent libraries reporting data indicated that there were few group visits, as shown in Table 33; one of these libraries was in Lexington, where school library service had been established on all levels. Although the evidence is inconclusive, the typical stationary branch outlet in Boston appears to have been doing more than the typical main library in independent municipalities with about 20,000 to 100,000 inhabitants, with regard to group orientation and instruction.

Other group services made available to children by these public libraries included film showings, lectures, both live and recorded musical programs, programs of recorded stories and poetry, puppet shows, library-sponsored groups, and space for group meetings and art exhibits, as shown in Tables 32 and 33. While sixteen of the twenty-six branch libraries in Boston presented from one to four film showings a month for youngsters, only one independent library presented film showings for children —and this one on a monthly basis. Although singing and the playing of records were often part of preschool story hours, seven branches presented programs of recorded music for children, one had a live folksinger as a guest, and four provided programs of recorded stories and poetry for youngsters, while none of the independent libraries provided these special group services. One independent library, however, provided a service for children that none of the other libraries, in Boston or elsewhere, presented—a lecture by an author of children's books.

Two branch libraries in Boston and two independent libraries offered puppet shows. While none of the independent libraries have sponsored groups of children interested in book-related pursuits, two branches have; one organized a puppetry group, and the other a drama club. During the year which ended June 30, 1963, organized groups of children, such as Boy Scouts and Campfire Girls, met at seven branch libraries in Boston for purposes not specifically related to the library; none of the independent libraries served as meeting places for groups of children. Finally, all of Boston's libraries provided space for exhibitions of children's art while only one independent library did likewise.

Because of the slightly lower quality of children's book collections in Boston's branch libraries, it is assumed that the quality of their lending service, reference service, and advisory service was slightly lower than that at independent public libraries; in terms of group services, however, the branches were better than the independent libraries, for they provided a larger number of activities.

Special services for young adults—persons between the ages of fourteen and eighteen—were supplied to a limited degree by all of the libraries visited. In all stationary outlets of the Boston Public Library, as well as in the independent libraries, special areas were set aside for young adult materials. Little distinction was made between services for young adults and services for adults, so that these two groups may be thought of as a unit.

The adults and young adults using one of the branch libraries in Boston were able to obtain many of the books that were not available in the local outlet from the large collections of the central library or from one of the other branches through interdepartmental loan service, which was offered to borrowers without charge. Similarly, users of the main library in any independent municipality in Massachusetts were able to secure many items that were not in the library they visited, through interlibrary loan service made possible by the Division of Library Extension of the Massachusetts Department of Education and by other cooperative libraries; shipping charges were often paid by the individual borrowers.

Table 34 shows that the twenty-six stationary branches in Boston requested from the Branch Issue Department in the central library between 1,400 and 7,560 items during the year which ended June 30, 1963. Three independent public librarians who were interviewed estimated that they made from five to 2,500 annual requests for interlibrary loans, as Table 35 indicates. Based upon the limited data available, it seems that the individual branch libraries made many more requests for loans from other libraries than the independent public libraries did. The heavier use of this service by patrons in branches could be attributed primarily to the demonstrated relative inferiority of branch collections for adults and young adults; as a result of their deficiencies, branch libraries may have required larger supplements from other libraries than independent libraries did. Another reason for the greater use of interdepartmental loan service was that loans within the Boston Public Library system were usually faster and less costly to arrange than interlibrary loans between independent libraries. An interdepartmental delivery service operated daily in Boston.

TABLE 34

ESTIMATED AMOUNTS OF SPECIFIC SERVICES PROVIDED FOR ADULTS AND YOUNG ADULTS BY STATIONARY OUTLETS OF THE BOSTON PUBLIC LIBRARY DURING THE YEAR ENDED JUNE 30, 1963

Outlet	No. of Requests for Inter-departmental Loans[a]	No. of Planned Reading Programs Prepared	No. of Booklists Prepared	No. of Times Space Provided for		No. of Library-Sponsored Groups	No. of Booktalks Provided[b]	No. of Lecture Programs Provided	No. of Panel Discussions Held
				Group Meetings	Art Exhibit				
Adams Street branch	2,800	--	--	4	3	1	--	1	--
Allston branch	5,600	--	--	--	1	--	--	--	--
Brighton branch	1,960	--	--	--	6	1	--	20	--
Charlestown branch	5,600	--	1	12	1	1	--	5	--
Codman Square branch	4,760	--	--	4	8	--	--	1	--
Connolly branch	4,200	--	--	60	2	--	1	--	--
Dorchester branch	4,760	--	--	--	3	1	5	16	2
East Boston branch	2,800	--	2	--	1	--	1	--	--
Egleston Square branch	2,240	3	9	10	5	2	11	8	2
Faneuil branch	1,960	--	--	--	2	--	14	--	--
Hyde Park branch	7,000	8	--	10	3	2	8	14	--
Jamaica Plain branch	5,600	--	--	--	1	1	4	1	--
Lower Mills branch	4,760	--	--	--	2	1	1	--	--
Mattapan branch	3,360	--	--	8	3	3	2	23	--
Memorial branch	1,400	--	5	--	3	--	--	--	--
Mount Bowdoin branch	1,400	2	--	--	1	--	--	--	--
Mount Pleasant branch	1,400	--	--	--	1	--	4	--	--
North End branch	1,680	--	--	--	6	1	1	2	1
Orient Heights branch	2,800	--	--	--	1	--	--	--	--
Parker Hill branch	1,400	2	--	3	1	1	3	--	--
Roslindale branch	7,560	--	--	25	1	1	2	5	--
South Boston branch	3,360	--	NA	80	1	2	6	3	2
South End branch	2,240	--	--	8	1	--	1	--	--
Uphams Corner branch	2,520	--	--	--	1	--	--	--	--
Washington Village branch	2,240	--	1	--	1	--	1	--	--
West Roxbury branch	6,160	--	30	60	3	--	4	1	--
Central library	NA	85	125	--	12	2	40	20	30

TABLE 34 (continued)

Outlet	No. of Musical Programs		No. of Film Showings Presented	No. of Visits to or by Groups for Purposes of Instruction[c]						No. of Volumes for Deposit Collections
				Orientation[c]				Both[c]		
	Live	Recorded		to Groups	by Groups	to Groups	by Groups	to Groups	by Groups	
Adams Street branch	--	--	--	--	--	--	--	--	--	680
Allston branch	--	--	--	3	--	--	--	--	--	--
Brighton branch	--	--	1	--	--	--	--	--	--	--
Charlestown branch	--	--	1	5	3	--	--	3	11	--
Codman Square branch	--	--	2	--	--	--	--	--	--	1,700
Connolly branch	--	--	8	--	5	--	--	4	--	--
Dorchester branch	--	--	--	9	--	--	--	--	--	--
East Boston branch	--	--	--	8	--	--	--	--	--	--
Egleston Square branch	--	--	8	6	13	2	1	--	--	680
Faneuil branch	--	--	--	24	--	--	--	--	--	--
Hyde Park branch	--	--	--	--	1	--	--	--	--	--
Jamaica Plain branch	--	--	--	50	--	--	--	--	--	720
Lower Mills branch	--	--	--	--	1	--	--	--	--	--
Mattapan branch	--	2	2	15	2	--	--	--	--	--
Memorial branch	--	--	--	2	2	--	--	--	--	--
Mount Bowdoin branch	--	--	--	--	--	--	--	--	--	--
Mount Pleasant branch	--	--	--	5	2	--	--	--	--	300
North End branch	1	--	8	11	--	1	--	--	4	--
Orient Heights branch	--	--	--	--	--	--	--	--	--	--
Parker Hill branch	3	--	17	1	--	--	--	--	--	--
Roslindale branch	--	--	17	7	6	--	--	1	18	--
South Boston branch	--	1	56	30	--	--	--	2	--	22
South End branch	1	--	--	10	2	--	--	--	--	150
Uphams Corner branch	--	--	--	1	--	--	6	--	--	200
Washington Village branch	--	--	8	14	--	--	--	--	--	--
West Roxbury branch	--	--	--	--	--	--	--	--	--	--
Central library	--	175	144	10	25	--	--	--	--	NA

NA = Not Available

[a]Computed by multiplying the estimated daily averages by 280, the approximate number of days per year the branch libraries were open.

[b]Excludes booktalks given as part of group visits.

[c]These are mutually exclusive categories.

Interdepartmental loan service was far from perfect, however, for less than half of the approximately 95,000 items requested during 1962 from the Branch Issue Department were sent to the branches seeking them.[1] Some of this failure to fill requests was due to the fact that such materials as periodicals and reference books were not lent from one department to another. Since branches could not borrow all that they wished from other libraries, they needed to maintain collections adequate to provide high quality library service to users.

All public libraries visited provided adults and young adults with lending and reserve book service. There were no formal reading records for guidance purposes and no reader interest files linked to the reserve book service in any of the outlets studied. As Tables 34 and 35 indicate, there was little development of planned reading programs for individuals at any of the libraries, with the exception of the central library in Boston, to which Bostonians were often referred by the branches; during the year which ended June 30, 1963, it was estimated that the reader's adviser for adults prepared reading programs for fifty individuals while the reader's adviser for young adults developed reading lists for thirty-five teenagers, the combined figure being shown in Table 34.

Reference service was offered to adults and young adults at all libraries visited. No comparable statistics were available for the outlets in Boston and elsewhere. Since the quality of reference service depends upon the quality of nonfiction collections for adults and young adults, it is assumed that the service provided in stationary branches of the Boston Public Library was of a lower quality than that available at the central library in Boston and at the central libraries in the four Massachusetts municipalities whose populations ranged from 20,000 to 100,000 persons, in view of the relative inferiority of branch collections of adult and young adult nonfiction. Photocopying service was not offered at any Boston branch or at Framingham Town Library; it was offered at the central library in Boston and at the other three independent libraries.

Reading guidance was provided to adults and young adults at all the libraries visited. Comparable statistics were not available on the amount of service given in every library outlet studied. Although lists of new accessions were compiled by nearly all libraries, few booklists for groups of adults and young adults were prepared at any of the libraries, except for the central library in Boston, as shown in Tables 34 and 35; the reader's adviser for adults and young adults developed a total of 125 lists, seventy-five for adults and fifty for young adults. The largest number of lists produced at a branch was thirty and the largest number produced at an independent library was seven.

All library agencies visited reported some participation in community activities, ranging from attendance at meetings of community groups to contributing articles to local newspapers. Lists of community organizations and agencies, materials dealing with local historical events, information on local educational, cultural, and vocational opportunities, civil service announcements, and program planning advisory service for leaders of community groups were available at all public libraries studied, both in Boston and elsewhere.

Further involvement of libraries in community life was shown by the fact that twelve of the twenty-six branch libraries in Boston and all of the independent libraries provided free meeting space for adult and young adult groups in the communities they served, as indicated by Tables 34 and 35. Similarly, all of the branches and three of the four independent public libraries exhibited the work of local artists.

Group services provided for adults and young adults included library-sponsored groups, such as Friends of the Library, mothers' clubs, groups for senior citizens, Great Books discussion groups, young adult councils, and an art society; book talks; lectures, usually by subject specialists from outside the library; panel discussions; musical programs, either live or recorded; and film showings, as listed in Tables 34 and 35. Half of the branches in Boston sponsored groups at the same time that half of the independent libraries did; the variety of library-sponsored groups was greater in Boston because each outlet had different groups. Seventeen branches presented book talks for adults and young adults, as compared with two of the four independent libraries; the largest number of book talks given during the year ended June 30, 1963, in any library visited was less than fifteen, as shown in the tables.

With regard to lectures, half of the branches scheduled them while three of the four independent libraries did, the highest frequency for branch libraries being twenty-three per year and the highest frequency for independent libraries being nine per year. Four branches reported holding no more than two panel discussions each during the year, but none of the independent libraries held any. While only one independent library scheduled concerts, five branches sponsored musical programs, both live and recorded. At none of the four independent libraries were film showings presented for adults and young adults, although films were incorporated into the lecture series at one of the independent libraries; during the year ended June 30, 1963, eleven of the branches in Boston scheduled from one to twenty

TABLE 35

ESTIMATED AMOUNTS OF SPECIFIC SERVICES PROVIDED FOR ADULTS AND YOUNG ADULTS BY THE MAIN LIBRARIES OF SELECTED MUNICIPALITIES IN MASSACHUSETTS DURING THE YEAR ENDED JUNE 30, 1963

Municipality	No. of Requests for Inter-library Loans	No. of Planned Reading Pro-grams Pre-pared	No. of Book-lists Pre-pared	No. of Times Space Pro-vided for		No. of Library-Spon-sored Groups	No. of Book-talks Pro-vided[a]	No. of Lecture Pro-grams Pro-vided	No. of Panel Discussions Held
				Group Meetings	Art Exhibit				
Framingham	50	3	2	2	--	2	1	9	--
Lexington	2,500	--	6	90	12	--	--	6	--
Malden	NA	4	7	25	12	1	4	6	--
New Bedford	5	--	4	200	2	--	--	--	--

Municipality	No. of Musical Programs		No. of Film Show-ings Pre-sented	No. of Visits to or by Groups for Purposes of						No. of Volumes for Deposit Col-lections
				Orientation[b]		Instruction[b]		Both[b]		
	Live	Re-corded		to Groups	by Groups	to Groups	by Groups	to Groups	by Groups	
Framingham	--	--	--	--	--	--	--	--	--	120
Lexington	6	--	--	13	--	--	--	--	--	1,200
Malden	--	--	--	4	--	--	--	--	27	NA
New Bedford	--	--	--	4	--	--	--	--	--	--

NA = Not Available

[a]Excludes booktalks given as part of group visits.

[b]These are mutually exclusive categories.

film programs for these age groups while the central library had four shows a day, one day a week, eight months a year, for a total of 144 showings a year.

Group orientation and instruction in the use of the library and of library materials played a smaller role in the workload of staffs serving adults and young adults than in the workload of children's librarians, because high school and college students often receive orientation and instruction from high school and college librarians rather than from public librarians. In the case of adults not attending schools, only those belonging to community groups had the opportunity to obtain group orientation and instruction—and these groups often lacked the time or the inclination.

As Table 34 shows, twenty of the twenty-six branches in Boston supplied some orientation to adult and young adult groups, with eight of the branches providing some instruction sessions, too; the central library arranged orientation tours and some visits by staff to community groups, but no instruction in the use of the library and library materials was given. Of the four independent libraries, as depicted in Table 35, one furnished no orientation or instruction to groups of adults and young adults, two provided only orientation, and one supplied both orientation and instruction. When instruction was given, high school classes were the only groups involved. On the basis of the limited data gathered, the typical branch library appeared to be providing more group orientation and instruction than the typical independent library.

In addition to these services, eight branches and the central library in Boston, as well as three of the four independent libraries, reported that they deposited collections of books at nursing homes, settlement houses, and homes for the aged. Estimates of the number of volumes supplied to groups as deposits in the course of a year are shown in Tables 34 and 35.

The reader services provided for adults, young adults, and children by the branch libraries in Boston and the main libraries in the four Massachusetts municipalities with about 20,000 to 100,000 inhabitants, differ in terms of the range of services and the quality of services. When the services are dichotomized into those that depend heavily upon the book collections (circulation, reference, reading guidance, etc.) and those that may be provided without extensive book stocks (story hours, audio-visual programs, orientation, etc.) the differences between the branches and the independent libraries become apparent. Branch libraries supplied a wider range of services not specifically dependent upon the book collections than did independent libraries, although all branches did not furnish the same services; in terms of quality, there seems to have been no significant difference. The range of services that depend heavily upon the book collections provided by independent public libraries and in Boston branches was comparable; in terms of quality, however, the branch services are assumed to have been inferior to the services of independent public libraries which depend heavily upon the book collections, because of the relative inadequacy of branch holdings, as shown in the earlier chapters on qualitative and quantitative analysis of library collections.

CHAPTER IX. USE PATTERNS IN STATIONARY BRANCH LIBRARIES IN BOSTON

In spite of the shortcomings of attendance data, circulation figures, and reference statistics—which were discussed in Chapter III on methodology—an examination was made of available attendance, circulation, and reference information to determine use patterns in stationary branch libraries.

A survey of attendance was conducted by the Division of Home Reading and Community Services in each of the twenty-six branches between October 15 and October 31 (in the case of all branch libraries except one, which terminated the study on October 27, and three other branches, which collected data through November 3), 1962. The number of patrons present every hour on the half-hour during what was assumed to be a representative fifteen-day period was recorded; it was thought that the hourly spot checks reflected the total attendance picture. Subsequent visits to branch libraries in the spring of 1963 indicated that the attendance reported in the survey was probably overstated, since librarians sometimes reported the number of patrons entering the libraries throughout the hour rather than the number actually present on the half-hour; nevertheless, the survey data were analyzed.

With the exception of one branch, all stationary branch libraries were closed to the public on Monday and Thursday mornings. Three of the branches conducted group programs—class visits, preschool story hours, and meetings of mothers' groups—while barring the general public on closed mornings, but the other closed units admitted no patrons whatsoever. Disregarding Saturday mornings, on the three weekday mornings when all branches were open to the public, there were typically fewer than fifteen patrons present at any one time, as shown in Table 36; between nine and ten o'clock, there were usually fewer than five users.

TABLE 36

MEAN NUMBER OF PATRONS IN STATIONARY BRANCH LIBRARIES OF THE BOSTON PUBLIC LIBRARY, OCTOBER 15-31, 1962, BY DAYS OF THE WEEK AND BY HOURS OF THE DAY

	Hour											
Day	9:30	10:30	11:30	12:30	1:30	2:30	3:30	4:30	5:30	6:30	7:30	8:30
Monday					10	24	66	54	18	20	30	21
Tuesday	4	12	7	7	11	25	65	49	16	20	30	20
Wednesday	5	9	8	6	8	22	64	47	15	15	24	17
Thursday					10	26	73	48	17	17	28	18
Friday	3	14	11	6	10	17	44	33	11			
Saturday	7	17	24	14								

Note: Means are rounded to the nearest whole numbers.

In the afternoons, attendance rose sharply, as depicted graphically in Fig. 8, after schools were closed for the day; during the peak period between three and four o'clock, attendance averaged sixty-two, or more than five times the highest typical morning attendance of twelve. After dropping off during the dinner hour, attendance again rose in the evening, reaching the typical high of twenty-eight, or less than half of the afternoon peak.

Although the figures in Table 36 and Fig. 8 do not distinguish between types of users by age group, data provided by four of the twenty-six stationary branches did separate adults, young adults, and children into separate categories. From this information, and from all-day visits made in the spring of 1963, it is apparent that the morning users of branch libraries were principally adults, except when

class visits to the library or preschool story hours were scheduled; in the morning hours, elderly persons and housewives were frequently observed browsing and reading, without the aid of library staff.

During the afternoon hours, the principal users of branch libraries were children, the ratio of children to young adults to adults during the peak period being about eight to three to two. The amount of professional assistance sought by users seemed to be directly related to school assignments, students without specific assignments doing more browsing on their own. Adult users during afternoon hours made few requests for professional assistance.

Seventeen of the twenty-six branch libraries were open four evenings a week and the rest—with one exception—were open two evenings a week. During evening hours, the children's service areas in many branches were closed; in the branches where they were open, use by children was generally small when compared to adult and young adult use. In many units, youngsters were observed using the libraries as study halls. Typically, the ratio of adults to young adults in branch libraries during evening hours was about four to three.

On the basis of attendance data alone, it seems fair to conclude that the typical weekday morning in a stationary branch library was characterized by a lack of requests for personal service from patrons, unless a group program had attracted users. A typical Saturday morning, however, was different because schools were not in session and many businesses were closed. As Table 36 reveals, more patrons visited branch libraries on Saturday mornings than on any other mornings. Saturday mornings were typically as busy as Wednesday evenings, the peak number of patrons at any one time not exceeding twenty-four; the big difference was that the users were predominantly children rather than adults and young adults. Observations in branch libraries revealed that children seem to demand more personal assistance from professional staff than any other age group.

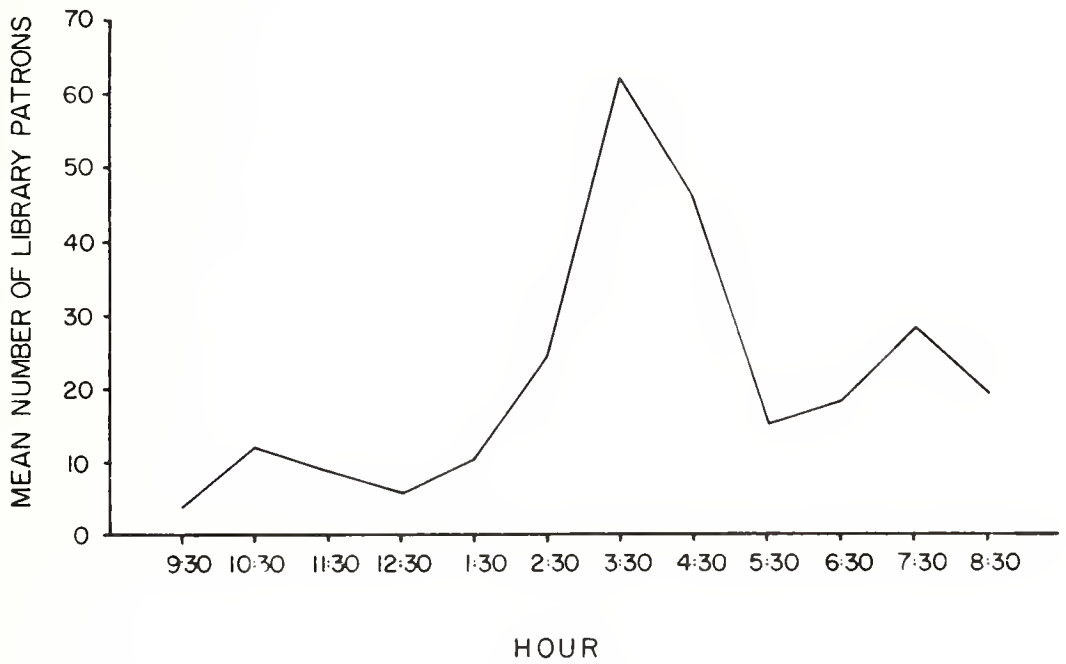

Figure 8: Mean Number of Patrons in Stationary Branch Libraries of the Boston Public Library on a Typical Weekday During the Period from October 15 through October 31, 1962, by Hours of the Day

Note: Data for Saturdays were omitted and closed hours were excluded from the computations

Circulation figures for 1961 indicated that the stationary branches in Boston lent 2,152,523 of the 3,040,616 books circulated by the library system as a whole; branch loans for home use amounted to nearly 71 percent of the total annual circulation. The median branch circulation was 73,206, with the range from 36,152 to 169,016, as Table 37 reveals. On a per capita basis, the branch circulation figures varied from 1.2 to 5.9, with a median of 3.4.

TABLE 37

CIRCULATION IN STATIONARY BRANCHES OF THE BOSTON PUBLIC LIBRARY, 1961, BY BRANCH AND ON A PER CAPITA BASIS*

Branch Library	Circulation	Estimated Population Served (1960)	Volumes Circulated per Capita
Adams Street	126,492	21,615	5.9
Allston	63,748	21,984	2.9
Brighton	77,440	30,108	2.6
Charlestown	68,972	20,147	3.4
Codman Square	138,494	26,100	5.3
Connolly	82,494	21,449	3.8
Dorchester	64,895	25,029	2.6
East Boston	54,890	29,164	1.9
Egleston Square	105,905	24,587	4.3
Faneuil	55,525	12,191	4.6
Hyde Park	106,747	33,123	3.2
Jamaica Plain	81,963	18,605	4.4
Lower Mills	63,530	13,892	4.6
Mattapan	123,193	30,034	4.1
Memorial	42,384	23,415	1.8
Mount Bowdoin	58,164	22,282	2.6
Mount Pleasant	41,752	27,092	1.5
North End	36,152	11,970	3.0
Orient Heights	43,175	13,762	3.1
Parker Hill	51,455	22,989	2.2
Roslindale	169,016	36,289	4.7
South Boston	134,376	33,859	4.0
South End	38,239	32,899	1.2
Uphams Corner	96,252	28,377	3.4
Washington Village	78,270	16,359	4.8
West Roxbury	149,000	25,328	5.9
Median	73,206	24,001	3.4

Data from Division of Home Reading and Community Services, Boston Public Library.

As a comparison, all of the free public libraries in Massachusetts serving populations of from 20,000 to 100,000 persons lent between 75,924 and 857,222 volumes in 1961, with a median of 286,915; on a per capita basis, the median was 7.2 and the range was from 1.9 to 16.1. The median circulation in 1961 for all libraries in municipalities of between 20,000 and 30,000 population was 216,387, with the range from 79,801 to 445,566; these libraries lent between 3.9 and 16.1 volumes per capita, with a median of 8.6 volumes per capita. It seems that the independent libraries circulated, on the average, more than three times as many books as the typical branch; on a per capita basis, this amounted to more than twice as many volumes as the average branch lent. Data for the independent libraries are shown in Table 38.

Circulation data were not collected by agencies of the Boston Public Library according to the age groups of the borrowers, i.e., adults, young adults, and children. Statistics by age groups have been obtained by counting the number of items circulated on each of the three types of borrower's cards during what were considered to be representative periods: July 25-30, 1960, January 23-28, 1961,

TABLE 38

CIRCULATION IN FREE PUBLIC LIBRARIES IN MASSACHUSETTS SERVING POPULATIONS FROM 20,000 TO 100,000 FOR 1961, BY MUNICIPALITY AND ON A PER CAPITA BASIS[a]

Municipality	Circulation	Population Served (1960)	Volumes Circulated per Capita
Arlington	454,026	49,953	9.1
Attleboro	177,014	27,118	6.5
Belmont	286,915	28,715	10.0
Beverly	335,221	36,108	9.3
Braintree	321,700	31,069	10.4
Brockton	458,953	72,813	6.3
Brookline	388,138	54,044	7.2
Chelsea	87,784	33,749	2.6
Chicopee	262,141	61,553	4.3
Danvers	122,736	21,926	5.6
Dedham	194,718	23,869	8.2
Fall River	297,744	99,942	3.0
Fitchburg	269,854	43,021	6.3
Framingham	456,531	44,526	10.3
Haverhill	258,884	46,346	5.6
Holyoke	284,772	52,689	5.4
Lawrence	236,653	70,933	3.3
Leominster	152,963	27,929	5.5
Lexington	445,566	27,691	16.1
Lowell	696,848	92,107	7.6
Lynn	506,963	94,478	5.4
Malden	386,428	57,676	6.7
Medford	324,739	64,971	5.0
Melrose	265,376	29,619	9.0
Milton	275,519	26,375	10.4
Needham	283,513	25,793	11.0
Newton	857,222	92,384	9.3
Norwood	205,390	24,898	8.2
Peabody	148,359	32,202	4.6
Pittsfield	484,908	57,879	8.4
Quincy	792,787	87,409	9.1
Revere	75,924	40,080	1.9
Salem	133,477	39,211	3.4
Saugus	99,593	20,666	4.8
Somerville	457,574	94,697	4.8
Taunton	379,290	41,132	9.2
Wakefield	227,384	24,295	9.4
Waltham	468,922	55,413	8.5
Watertown	297,667	39,092	7.6
Wellesley	295,412	26,071	11.3
West Springfield	127,112	24,924	5.1
Westfield	292,041	26,302	11.1
Winthrop	79,801	20,303	3.9
Median	286,915	39,211	7.2

[a]Six municipalities in this population range had more than one independent library and one other town provided no municipal appropriation to the library; these seven were omitted from this table to avoid errors due to inclusion of incomparable data.

Data from: Massachusetts. Department of Education. Division of Library Extension. Seventy-third annual report of the Board of Library Commissioners for the year ending June 30, 1962. [Boston, 1963] pp. 16-21.

April 24-29, 1961, July 22-27, 1962, January 21-26, 1963, and April 22-27, 1963; because of blurred film records, equivalent weeks were substituted in some cases. Although the type of borrower's card used does not necessarily indicate the age group of the borrower (for example, all members of a family might have used the same card) it is assumed that the type of borrower's card used is a rough measure of the age group of the borrower.

It was found that during the summer period, about 44 percent of the books lent were borrowed on adult cards, 15 percent on young adult cards, and 41 percent on children's cards, as shown by Table 39, which is based upon data compiled by the Division of Home Reading and Community Services (shown as Appendix IV to this study). During the winter period, about 36 percent of the books issued were circulated on adult cards, 14 on young adult cards, and 50 percent on children's cards, while during the spring period, about 37 percent were lent on adult cards, 13 percent on young adult cards, and 50 on children's cards. In the course of the school year, children probably borrowed half of the books circulated by stationary branches of the Boston Public Library; during the summer, adults replaced children as the principal borrowers, while the rate of young adult circulation varied by only a few percentage points.

TABLE 39

MEDIAN PERCENTAGE OF BOOKS CIRCULATED ON ADULT, YOUNG ADULT, AND CHILDREN'S CARDS BY STATIONARY BRANCHES OF THE BOSTON PUBLIC LIBRARY, BY TIME PERIODS

Time Period	Median Percentage of Books Issued on Adult Cards	Median Percentage of Books Issued on Young Adult Cards	Median Percentage of Books Issued on Children's Cards	Total Percentage[a]
July 25-30, 1960	46.8	14.4	39.7	100.9
July 22-27, 1962	40.5	16.0	42.5	99.0
Average	43.7	15.2	41.1	100.0
January 23-28, 1961	37.0	14.5	49.5	101.0
January 21-26, 1963	35.5	13.0	50.5	99.0
Average	36.3	13.8	50.0	100.1
April 24-29, 1961	39.0	13.0	48.3	100.3
April 22-27, 1963	34.0	13.2	51.8	99.0
Average	36.5	13.1	50.1	99.7

[a]All figures in these columns do not equal 100.0 percent because of rounding errors and the fact that values in the other columns were computed independently of each other.

Data from Appendix IV.

At the same time that the survey of attendance was being conducted in branches of the Boston Public Library, a count was being made of the number of questions asked at public service desks. A form devised by the Division of Home Reading and Community Services (shown as Appendix III to this study) divided "reference" questions into (1) those answered in less than ten minutes, (2) those answered in ten to thirty minutes, and (3) those that required more than thirty minutes of working time; there were also spaces in which to indicate whether requests were filled or unfilled. Questions of book selection were divided into (1) simple author location, (2) subject list consultation, and (3) advisory service, including preparation of reading lists. On the form there were also spaces in which to indicate whether the card catalog was consulted through author, title, or subject approaches and whether information was given over the telephone. On visits to branches, the investigator was told by some librarians that they found the data form difficult to use, with the result that the data obtained may lack reliability.

As Table 40 shows, the median number of questions submitted during a "typical week," i.e., the average of three weeks, October 15-31, 1962, at stationary branch libraries in Boston was 403.4, with the range from 217.8 to 1,196.1. The median number of weekly questions answered at adult service

TABLE 40

NUMBER OF QUESTIONS SUBMITTED DURING A TYPICAL WEEK[a] IN 1962 IN STATIONARY BRANCH LIBRARIES OF THE BOSTON PUBLIC LIBRARY, AND LISTED BY TYPE OF QUESTION AND DESK AT WHICH QUESTION WAS ASKED

Branch Library	Number of Reference and Reading Guidance Questions Asked			
	Adult	Young Adult	Children	Total
Adams Street	131.3	78.6	175.9	385.8
Allston	43.4	136.0	138.1	317.5
Brighton	37.0	21.7	59.9	118.6
Charlestown	36.5	96.4	124.7	257.6
Codman Square	177.3	121.5	268.3	567.1
Connolly	77.8	39.0	84.2	201.0
Dorchester	133.3	151.0	72.2	356.5
East Boston	67.5	94.0	44.0	205.5
Egleston Square	52.0	67.5	100.7	220.2
Faneuil	7.8	44.9	69.0	121.7
Hyde Park[b]				164.9
Jamaica Plain	34.8	37.0	70.2	142.0
Lower Mills	43.3	29.2	79.2	151.7
Mattapan	41.5	71.9	47.9	161.3
Memorial	119.7	115.1	393.3	628.1
Mount Bowdoin	47.6	59.7	104.6	211.9
Mount Pleasant	28.8	53.5	44.4	126.7
North End	60.1	101.0	43.0	204.1
Orient Heights	5.5	12.6	18.7	36.8
Parker Hill	23.6	20.6	100.3	144.5
Roslindale	23.1	62.1	75.3	160.5
South Boston	29.3	75.0	63.6	167.9
South End	53.2	20.9	39.9	114.0
Uphams Corner	25.7	44.1	81.1	150.9
Washington Village	36.4	78.5	63.8	178.7
West Roxbury	94.9	88.7	75.3	258.9
Total[c]	1,431.4	1,720.5	2,437.6	5,754.4
Median	43.3	67.5	75.3	173.3

Branch Library	Number of Other Types of Questions Asked			
	Adult	Young Adult	Children	Total
Adams Street	43.6	49.0	610.6	703.2
Allston	30.7	84.1	153.6	268.4
Brighton	40.5	34.2	139.1	213.8
Charlestown	13.0	39.2	143.9	196.1
Codman Square	115.6	118.3	395.1	629.0
Connolly	133.2	71.0	267.5	471.7
Dorchester	37.2	59.8	46.4	143.4
East Boston	41.0	43.0	140.0	224.0
Egleston Square	37.2	73.0	220.5	330.7
Faneuil	20.1	33.0	150.8	203.9
Hyde Park[b]				191.9
Jamaica Plain	37.5	47.7	78.3	163.5
Lower Mills	30.2	31.0	173.0	234.2
Mattapan	63.1	48.6	147.8	259.5
Memorial	83.0	123.2	293.2	499.4
Mount Bowdoin	15.8	32.6	56.6	105.0

TABLE 40 (continued)

Branch Library	Number of Other Types of Questions Asked			
	Adult	Young Adult	Children	Total
Mount Pleasant	10.1	42.4	42.4	94.9
North End	17.2	40.7	41.5	99.4
Orient Heights	13.6	35.1	132.3	181.0
Parker Hill	24.9	14.2	66.2	105.3
Roslindale	80.6	97.1	300.6	478.3
South Boston	26.5	56.8	321.8	405.1
South End	42.0	23.5	38.4	103.9
Uphams Corner	44.3	60.1	117.1	221.5
Washington Village	20.6	50.6	68.3	139.5
West Roxbury	117.7	157.8	121.9	397.4
Total[c]	1,139.2	1,466.0	4,266.9	7,064.0
Median	37.2	48.6	140.0	217.7

Branch Library	Total Number of Questions Asked			
	Adult	Young Adult	Children	Total
Adams Street	174.9	127.6	786.5	1,089.0
Allston	74.1	220.1	291.7	585.9
Brighton	77.5	55.9	199.0	332.4
Charlestown	49.5	135.6	268.6	453.7
Codman Square	292.9	239.8	663.4	1,196.1
Connolly	211.0	110.0	351.7	672.7
Dorchester	170.5	210.8	118.6	499.9
East Boston	108.5	137.0	184.0	429.5
Egleston Square	89.2	140.5	321.2	550.9
Faneuil	27.9	77.9	219.8	325.6
Hyde Park[b]				356.8
Jamaica Plain	72.3	84.7	148.5	305.5
Lower Mills	73.5	60.2	252.2	385.9
Mattapan	104.6	120.5	195.7	420.8
Memorial	202.7	238.3	686.5	1,127.5
Mount Bowdoin	63.4	92.3	161.2	316.9
Mount Pleasant	38.9	95.9	86.8	221.6
North End	77.3	141.7	84.5	303.5
Orient Heights	19.1	47.7	151.0	217.8
Parker Hill	48.5	34.8	166.5	249.8
Roslindale	103.7	159.2	375.9	638.8
South Boston	55.8	131.8	385.4	573.0
South End	95.2	44.4	78.3	217.9
Uphams Corner	70.0	104.2	198.2	372.4
Washington Village	57.0	129.1	132.1	318.2
West Roxbury	212.6	246.5	197.2	656.3
Total[c]	2,570.6	3,186.5	6,704.5	12,818.4
Median	77.3	127.6	198.2	403.4

[a]Average of three weeks, October 15-31, 1962.

[b]Data by desk not available.

[c]Totals for adult desk plus young adult desk plus children's desk do not equal totals for all desks because Hyde Park branch did not furnish data by age groups.

points was 77.3, with the range from 19.1 to 292.9; the median number at young adult service points was 127.6, with the range from 34.8 to 246.5; and the median number at children's service points was 198.2, with the range from 78.3 to 786.5. Of the questions presented, 19.2 percent were asked at adult service desks, 31.6 percent at young adult service desks, and 49.1 percent at children's service desks.

When the questions were divided into those which usually require professional assistance to be answered, (viz., those in the categories of reference and advisory service requests on the data form), and those that it is assumed may be answered by nonprofessional staff, (viz., those involving the location of specific books by author or title), it was found that of the 12,818.4 questions submitted during a "typical week" at all stationary branches, 5,754.4 questions, or about 44 percent, were probably requests for professional service, while the rest might have been answered by clerks. With regard to questions thought to require professional assistance, the median number at adult service points was 43.3, with the range from 5.5 to 177.3; the median number at young adult desks was 67.5, with the range from 12.6 to 151; and the median number at children's service points was 75.3, with the range from 18.7 to 268.3. For all reference and advisory questions, the median was 173.3 per week, with the range from 36.8 to 628.1. Not only did children appear to ask the most questions, but they appeared to ask the most questions requiring professional assistance.

On the basis of attendance statistics, circulation figures, and a count of questions asked by patrons, children were the principal users of the branches of the Boston Public Library. The central library at Copley Square is predominantly a library for adults; less than 10 percent of the books borrowed from the central library are issued on children's cards.

During National Library Week, April 8-14, 1962, Bostonians visiting their neighborhood libraries were asked to fill out a "Library-User Questionnaire," which did not have to be signed and which consisted largely of multiple-choice questions. The purpose of the form which was for adults only, was to indicate the needs and interests of users of the neighborhood libraries so that better service might be provided. These questionnaires were not distributed to the public in a manner intended to yield a random distribution; therefore, generalizing from the responses is questionable. Nevertheless, the completed questionnaires were analyzed to shed some light on the question of library use. At all branches, some patrons reported that they used other libraries in addition to the neighborhood library they were visiting; they were apparently willing to travel to find the materials they needed.[1]

From January 19 to February 8, 1959, the Boston Public Library surveyed the people entering the central library at Copley Square and the Kirstein business branch to determine the extent of nonresident use of the Division of Reference and Research Services. A random sample of the users was not obtained in this study either, because there were many people who completed more than one questionnaire. The results of this survey nevertheless indicated that over 30 percent of the users traveled from sections of Boston beyond Back Bay, the section in which the central library is situated, while another 50 percent of the users resided outside the Boston city limits. Of the respondents to the questionnaire, about half reported that they used the central library because they believed it to be the only location of desired information.[1]

In summation, the central library in Boston was the only public library in the city that served primarily adults; young adults who were serious students had to use it, too. Adults and young adults were willing to travel for high quality collections and services. The stationary branches were principally children's libraries; the collections for adults and young adults constituted little more than browsing collections.

On typical mornings when group programs were not scheduled, only a handful of browsers used the branch libraries. In the afternoons, school children were predominant among the patrons, asking many questions and borrowing heavily. During evening hours, adults and young adults visited branch libraries—the former group most frequently to browse and borrow books and the latter group most frequently to do school assignments and to socialize—as all-day observations in branches have shown. Sufficient use data from independent public libraries serving populations of 20,000 to 100,000 persons were not available for purposes of comparison.

CHAPTER X. STAFFING PATTERNS IN STATIONARY BRANCH LIBRARIES OF THE BOSTON PUBLIC LIBRARY

In terms of full-time equivalents, as of December 31, 1961, the stationary branch libraries in Boston had an average staff of about seven employees, excluding maintenance workers. Of the seven employees, as Table 41 indicates, three were classified as professional librarians (although not all professional librarians in the Boston Public Library had received academic training in library service), one was in the pre-professional category, and three were classified as nonprofessional library employees—half of them full-time library assistants and half of them part-time library aides. The number of professional staff members in the twenty-six stationary branches ranged from two to six, the number of pre-professional staff from none to three, and the number of library assistants and library aides (in full-time equivalents) from one to six.

The ratio of professional librarians to other library employees, excluding maintenance workers, as of December 31, 1961, was typically three to four in branch libraries of the Boston Public Library. When pre-professional staff were placed in the same category as professional staff, the ratio became four to three. The fact that pre-professional employees were assigned the same duties as professional employees in the lower ranks permitted the consolidation of professional and pre-professional classes for purposes of analysis. As Table 41 shows, nonprofessional staff outnumbered professional staff at seven branch libraries while there were more professional staff than nonprofessional staff at nineteen neighborhood outlets.

Nonprofessional tasks, such as the accessioning of books, lettering, filing, typing, stamping of forms, the lending and checking-in of materials, the preparation of simple statistical reports, mending, the preparation of overdue records, shelving, and the reading of shelves, must be completed for a library to function properly. Because of a shortage of nonprofessional employees in branch libraries, it was necessary for professional staff to perform nonprofessional duties. On all-day visits to the branches made during the spring of 1963, librarians were observed doing work that clerks could have completed if they were available; professionals in some units were performing tasks identical to those being performed in other branch libraries by nonprofessional employees. To have professional staff perform the same tasks as nonprofessional staff members is to waste professional skills.

In the previous chapter, it was demonstrated that little use was made of neighborhood outlets by the public during morning hours on weekdays unless group programs were scheduled. On all weekday mornings—whether the branches were open or closed to the public—staff were present, as shown in Table 42; data were collected—without a division being made between professional and nonprofessional staff—during the latter half of October, 1962, at the same time that the attendance and reference surveys were being conducted. The difference, in terms of the number of staff present, between an open morning and a closed morning was typically one bibliothecal employee.

Visits to branches on Monday and Thursday mornings when libraries were closed to the public revealed that staff used these mornings to perform duties that required absence from public service desks, such as preparation of overdue notices, mending, preparation of simple statistical reports, and accessioning of books; only three branch libraries scheduled class visits to the library, pre-school story hours, or meetings of mothers' groups for closed mornings. Since all of the activities carried on while branches were closed to the public could have been carried on during open hours—as they were in most branches visited—assignment of staff to branches on closed mornings seemed unnecessary; the public would probably have received better service had the staff working on closed mornings been assigned to work during open hours.

Because users on open mornings were principally adults who sought no professional assistance, there appeared to be no reason for the scheduling of professional staff during these hours, unless group programs were planned for this age group. Although assigned to work morning hours, children's librarians did not have to be present for coverage since most youngsters were in school; children's workers could have been visiting classes during these hours.

TABLE 41

DISTRIBUTION OF BIBLIOTHECAL STAFF IN BRANCH LIBRARIES OF THE BOSTON PUBLIC LIBRARY, AS OF DECEMBER 31, 1961, BY PROFESSIONAL AND NONPROFESSIONAL CLASSES (IN FULL-TIME EQUIVALENTS)

Branch Library	No. of Professional Librarians	No. of Pre-Professional Librarians	Total Professional Staff	No. of Library Assistants	No. of Library Aides	Total Non-professional Staff	Total Staff
Adams Street	3	1	4	3	1.6	4.6	8.6
Allston	4	-	4	1	1.1	2.1	6.1
Brighton	3	-	3	2	1.2	3.2	6.2
Charlestown	3	1	4	2	1	3	7
Codman Square	3	2	5	2	1.7	3.7	8.7
Connolly	2	3	5	1	1.4	2.4	7.4
Dorchester	3	0.4	3.4	2	1.7	3.7	7.1
East Boston	3	-	3	2	1.7	3.7	6.7
Egleston Square	3	2	5	2	2.1	4.1	9.1
Faneuil	4	-	4	-	1.8	1.8	5.8
Hyde Park	3	1	4	2	1.7	3.7	7.7
Jamaica Plain	4	1	5	1	1.6	2.6	7.6
Lower Mills	3	1	4	-	1.5	1.5	5.5
Mattapan	4	1	5	2	2	4	9
Memorial	3	-	3	1	1.1	2.1	5.1
Mount Bowdoin	2	1	3	2	1.7	3.7	6.7
Mount Pleasant	2[a]	1	3	-	1.4	1.4	4.4
North End	3	2	5	-	1.3	1.3	6.3
Orient Heights	2	-	2	1	1.3	2.3	4.3
Parker Hill	2	1	3	2	1.5	3.5	6.5
Roslindale	5	1	6	3	2.9	5.9	11.9
South Boston	5	1	6	1	1.6	2.6	8.6
South End	2	2	4	1	1	2	6
Uphams Corner	3	2	5	2	1.8	3.8	8.8
Washington Village	2	2	4	2	1.4	3.4	7.4
West Roxbury	5	1	6	1	2	3	9
Total	81	27.4	108.4	38	41.1	79.1	187.5
Mean	3.1	1.1	4.2	1.5	1.6	3.0	7.2

[a]Actually four were on the staff, of whom two were on terminal leave.

Data from Division of Personnel, Boston Public Library.

TABLE 42

MEAN NUMBER OF STAFF IN STATIONARY BRANCH LIBRARIES OF THE BOSTON PUBLIC LIBRARY, OCTOBER 15-31, 1962, BY DAYS OF THE WEEK AND BY HOURS OF THE DAY

	Hour											
Day	9:30	10:30	11:30	12:30	1:30	2:30	3:30	4:30	5:30	6:30	7:30	8:30
Monday	2	2	2	2	4	5	7	7	5	4	4	4
Tuesday	3	3	3	3	3	5	8	8	5	4	4	4
Wednesday	3	3	3	3	3	5	8	8	5	4	4	4
Thursday	1	2	2	1	3	5	7	7	4	4	4	4
Friday	3	4	4	2	2	4	7	7	5			
Saturday	5	5	5	5								

Notes: In East Boston branch library, the study was terminated on October 27; and in Allston, Mount Bowdoin, and South End branch libraries, it was continued through November 3.

Means are rounded to the nearest whole numbers.

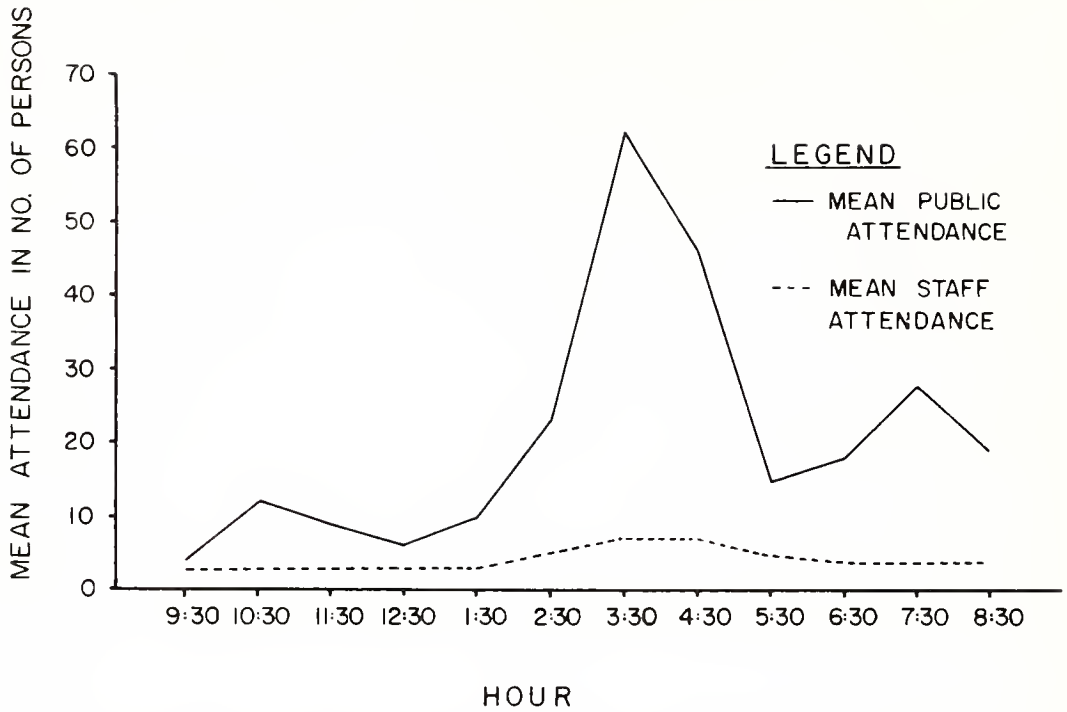

Figure 9: Mean Number of Patrons and Mean Number of Staff in Stationary Branch Libraries of the Boston Public Library on a Typical Weekday During the Period from October 15 through October 31, 1962, by Hours of the Day

Note: Data for Saturdays were omitted and closed hours were excluded from the computations.

As Fig. 9 shows, on a typical weekday morning, the average branch staff consisted of three employees; spot checks at various branches in the spring of 1963 indicated that these three employees were usually two professionals and a library assistant. At 10:30 a.m., a peak hour, the ratio of patrons to staff was typically four to one and the ratio of patrons to librarians was six to one.

During the afternoon peak period, the average staff consisted of seven persons—three professionals, two library assistants, and two part-time library aides, according to spot checks. As Fig. 9 indicates, the ratio of patrons to staff was about nine to one at that time and the ratio of patrons to librarians was nearly twenty-one to one.

In the evening, the average branch had four staff members; spot checks revealed that these were usually one professional, one library assistant, and two library aides. At 7:30 p.m., a peak hour, the patron-to-staff ratio was typically seven to one, as Fig. 9 demonstrates, while the ratio of patrons to professionals was twenty-eight to one.

On Saturday mornings, the typical branch staff consisted of five persons, as shown in Table 42. Table 36 indicates that, on the average, the largest number of persons on Saturday mornings was twenty-four. Therefore, the ratio of patrons to staff was less than five to one. Since spot checks revealed that the staff consisted of one professional and four library aides in many branches, the ratio of patrons to professionals was twenty-four to one.

All-day observations in branch libraries showed that all employees, not only professional staff, were being under-utilized during slow hours. Clerks were seen sitting at charging desks reading novels while waiting for books to be charged out or returned. Part-time library aides were observed talking to their friends after having shelved the books that were returned. Librarians were observed drawing posters and cutting out paper decorations for displays. If the libraries had been closed during these slow periods, the public would not have suffered greatly and the Boston Public Library would have been able to decrease its personnel budget.

The large number of professional staff in branch libraries in Boston resulted from the policy decision that experienced librarians had to be present in all library units during all hours that the units were open to the public. It was thought that professional librarians were the only employees who could assume responsibility for the operation and management of library outlets. During a visit to the stationary branch library which, in 1961, was the third largest branch in terms of annual circulation (Codman Square branch), a nonprofessional library assistant was left in charge of the unit for forty minutes in the morning; she was observed tending the circulation desk, finding specific titles for patrons, filling out reserve cards for patrons, and supplying directional information. Based upon this observation, it appeared as though trained nonprofessional staff could supervise the functioning of library outlets when the need for professional services was slight; if professional aid were required, a telephone call to the nearest library unit manned by professional staff could have summoned it, or the patron in need—if he were an adult or young adult—could have traveled to the professionally-staffed unit. It has been found that adult patrons were willing to travel to obtain superior library service at the central library.

Formulas for staffing branch libraries have been provided by recognized authorities in the library field; these formulas are based upon a mixture of opinion and experience. Martin recommends that there be six staff members for each 100,000 circulation, which amounts to 16,667 volumes issued per staff member.[1] Under this formula, Boston's stationary branches had more than sufficient staffing at the end of 1961, as Table 43 indicates, for the circulation per staff member varied from 5,738 to 16,556, with a median of 10,681; to meet Martin's standard, the branches would have required 129 staff members rather than the 187.5 actually employed. The neighborhood outlets would have appeared even more overstaffed had the rule-of-thumb for manning branch libraries stated by Wezeman been adopted: "One full-time staff member for each 20,000 annual circulation."[2]

All staffing formulas are only rough measures. Many variables, such as the socioeconomic characteristics of the population served, the program of services, attendance, circulation, physical facilities, the budget, the availability of suitable recruits, and the attitudes of the community, affect staffing. Management studies are needed so that proper manning tables may be established.

In the assignment of staff to branch libraries in Boston, the goal had been to provide sufficient professional staff to handle any and all situations that might arise. This policy resulted in a surplus of professional staff, especially during morning hours. Coupled with the excess of professional staff was a deficiency of nonprofessional employees, especially during afternoon hours when librarians were frequently observed handling circulation routines. It is desirable that library tasks be divided into professional and nonprofessional duties; these jobs should then be assigned to appropriate personnel for completion.

TABLE 43

ALLOCATIONS OF BIBLIOTHECAL STAFF IN BRANCH LIBRARIES OF THE BOSTON PUBLIC LIBRARY, AS OF DECEMBER 31, 1961, AND IN ACCORDANCE WITH THE MARTIN FORMULA[a] (IN FULL-TIME EQUIVALENTS)

Branch Library	Total Staff 1961	Circulation per Staff Member, 1961	Total Staff, if Circulation per Staff Member = 16,667	Net Change
Adams Street	8.6	14,705	7.6	- 1.0
Allston	6.1	10,450	3.8	- 2.3
Brighton	6.2	12,490	4.6	- 1.6
Charlestown	7.0	9,896	4.1	- 2.9
Codman Square	8.7	15,919	8.3	- 0.4
Connolly	7.4	11,148	4.9	- 2.5
Dorchester	7.1	9,140	3.9	- 3.2
East Boston	6.7	8,193	3.3	- 3.4
Egleston Square	9.1	11,638	6.4	- 2.7
Faneuil	5.8	9,573	3.3	- 2.5
Hyde Park	7.7	13,863	6.4	- 1.3
Jamaica Plain	7.6	10,785	4.9	- 2.7
Lower Mills	5.5	11,551	3.8	- 1.7
Mattapan	9.0	13,688	7.4	- 1.6
Memorial	5.1	8,311	2.5	- 2.6
Mount Bowdoin	6.7	8,681	3.5	- 3.2
Mount Pleasant	4.4	9,489	2.5	- 1.9
North End	6.3	5,738	2.2	- 4.1
Orient Heights	4.3	10,041	2.6	- 1.7
Parker Hill	6.5	7,916	3.1	- 3.4
Roslindale	11.9	14,203	10.1	- 1.8
South Boston	8.6	15,625	8.1	- 0.5
South End	6.0	6,373	2.3	- 3.7
Uphams Corner	8.8	10,938	5.8	- 3.0
Washington Village	7.4	10,577	4.7	- 2.7
West Roxbury	9.0	16,556	8.9	- 0.1
Total	187.5		129.0	-58.5

[a]Six staff members per 100,000 circulation, or 16,667 books issued per staff member.

CHAPTER XI. THE COSTS OF BRANCH LIBRARY SERVICE IN BOSTON

Operating expenditures for stationary branch library service in Boston during 1961—including those for library materials, salaries, utilities, repairs, and rent (if any), but omitting those for services provided to branch libraries by departments at the central library (such as acquisition and processing of library materials, maintenance of registration records, personnel administration, public relations, interlibrary loans, and preparation of booklists by specialists in reading guidance) ranged from $25,629 to $61,966 with a median of $45,398. On a per capita basis, operating expenditures for branch libraries (excluding those for services supplied by the central library) varied from ninety-five cents to $3.62, with a median of $2.02. As a whole, the Boston Public Library system spent $5.17 per capita. Table 44 shows annual operating expenditures for 1961 by branch libraries.

TABLE 44

ANNUAL OPERATING EXPENDITURES FOR 1961 BY BRANCH LIBRARY OF THE BOSTON PUBLIC LIBRARY

Branch Library	Expenditures[a]	Estimated Population Served, 1960	Expenditure per Capita
Adams Street	$59,242	21,615	$2.74
Allston	43,375	21,984	1.97
Brighton	41,649	30,108	1.38
Charlestown	49,722	20,147	2.48
Codman Square	48,449	26,100	1.85
Connolly	47,973	21,449	2.24
Dorchester	43,816	25,029	1.75
East Boston	39,524	29,164	1.36
Egleston Square	55,864	24,587	2.27
Faneuil	44,124	12,191	3.62
Hyde Park	49,487	33,123	1.49
Jamaica Plain	49,460	18,605	2.66
Lower Mills	38,913	13,892	2.80
Mattapan	62,299	30,034	2.07
Memorial	27,125	23,415	1.16
Mount Bowdoin	40,297	22,282	1.81
Mount Pleasant	25,629	27,092	0.95
North End	41,971	11,970	3.51
Orient Heights	32,941	13,762	2.39
Parker Hill	53,048	22,989	2.31
Roslindale	61,966	36,289	1.71
South Boston	58,059	33,859	1.71
South End	31,122	32,899	0.95
Uphams Corner	46,672	28,377	1.65
Washington Village	36,584	16,359	2.24
West Roxbury	61,252	25,328	2.42
Median	$45,398	24,001	$2.02

[a]Expenditures from trust funds and gifts are omitted.

Data from Division of Business Operations, Boston Public Library.

To measure the efficiency of a branch library, Wheeler and Goldhor recommend that the cost per circulation be calculated. "At 1961 prices," they state, "any branch (or other extension agency) whose direct costs (salaries, books, utilities, repairs, etc.) exceed 25 cents per circulation is not an efficient agency."[1] As Table 45 indicates, the unit cost for circulating books in Boston's twenty-six stationary branch libraries varied from thirty-five cents to $1.16 in 1961, with a median of sixty cents. By the Wheeler and Goldhor standard, all of Boston's neighborhood outlets were operated inefficiently during 1961.

TABLE 45

COST PER CIRCULATION IN BRANCH LIBRARIES OF THE BOSTON PUBLIC LIBRARY, 1961

Branch Library	Operating Expenditures[a]	Circulation	Cost per Circulation
Adams Street	$59,242	126,492	$ .47
Allston	43,375	63,748	.68
Brighton	41,649	77,440	.54
Charlestown	49,722	68,972	.72
Codman Square	48,449	138,494	.35
Connolly	47,973	82,494	.58
Dorchester	43,816	64,895	.68
East Boston	39,524	54,890	.72
Egleston Square	55,864	105,905	.53
Faneuil	44,124	55,525	.79
Hyde Park	49,487	106,747	.46
Jamaica Plain	49,460	81,963	.60
Lower Mills	38,913	63,530	.61
Mattapan	62,299	123,193	.51
Memorial	27,125	42,384	.64
Mount Bowdoin	40,297	58,164	.69
Mount Pleasant	25,629	41,752	.61
North End	41,971	36,152	1.16
Orient Heights	32,941	43,175	.76
Parker Hill	53,048	51,455	1.03
Roslindale	61,966	169,016	.43
South Boston	58,059	134,376	.43
South End	31,122	38,239	.81
Uphams Corner	46,672	96,252	.48
Washington Village	36,584	78,270	.47
West Roxbury	61,252	149,000	.41
Median	$45,398	73,206	$ .60

[a]Expenditures from trust funds and gifts are omitted.
Data from Division of Business Operations, Boston Public Library.

When the cost per circulation was computed for all independent public libraries in Massachusetts —and this included the costs of acquisition and processing of library materials, maintenance of registration records, personnel administration, public relations, interlibrary loans, and other items not charged against Boston's branch libraries—it was found that the cost per circulation varied from sixteen cents to $1.24 in 1961 for libraries serving from 20,000 to 100,000 persons, with a median of forty cents; for public libraries serving from 20,000 to 30,000 persons, the median cost per circulation was thirty-nine cents, while the range extended from twenty-five to fifty-four cents. On the average, all of the independent public libraries in Massachusetts issued books at a much lower cost per unit than stationary branch libraries in Boston. Data for independent libraries are shown in Table 46.

According to Wheeler and Goldhor's standard, the stationary branch libraries in Boston were not operated efficiently; nor were they operated as efficiently as independent libraries serving comparable

TABLE 46

COST PER CIRCULATION IN FREE PUBLIC LIBRARIES OF MASSACHUSETTS SERVING POPULATIONS FROM 20,000 TO 100,000, 1961[a]

Library	Total Income	Circulation	Cost per Circulation
Arlington, Robbins Library	$246,276	454,026	$ .54
Attleboro, Sweet Memorial Library	70,796	177,014	.40
Belmont Public Library	90,682	286,915	.32
Beverly Public Library	93,057	335,221	.28
Braintree, Thayer Public Library	84,397	321,700	.26
Brockton Public Library	179,285	458,953	.39
Brookline Public Library	429,998	388,138	1.24
Chelsea Public Library	63,230	87,784	.72
Chicopee Public Library	79,547	262,141	.30
Danvers, Peabody Institute Library	46,247	122,736	.38
Dedham Public Library	74,063	194,718	.38
Fall River Public Library	130,819	297,744	.44
Fitchburg Public Library	123,653	269,854	.46
Framingham Town Library	183,625	456,531	.40
Haverhill Public Library	112,547	258,884	.43
Holyoke Public Library	147,160	284,772	.52
Lawrence Public Library	116,110	236,653	.49
Leominster Public Library	58,952	152,963	.39
Lexington, Cary Memorial Library	137,179	445,566	.31
Lowell, City Library	110,758	696,848	.16
Lynn Public Library	305,546	506,963	.60
Malden Public Library	167,257	386,428	.43
Medford Public Library	170,867	324,739	.53
Melrose Public Library	95,332	265,376	.36
Milton Public Library	149,811	275,519	.54
Needham Free Public Library	120,073	283,513	.42
Newton Free Library	361,059	857,222	.42
Norwood, Morrill Memorial Library	77,812	205,390	.38
Peabody, Institute Library	44,521	148,359	.30
Pittsfield, Berkshire Athenaeum	156,660	484,908	.32
Quincy, Crane Public Library	337,396	792,787	.43
Revere Public Library	37,310	75,924	.49
Salem Public Library	117,359	133,477	.88
Saugus, Free Public Library	30,605	99,593	.31
Somerville Public Library	265,184	457,574	.58
Taunton Public Library	79,643	379,290	.21
Wakefield, Beebe Memorial Library	92,060	227,384	.40

(continued next page)

TABLE 46 (Continued)

Library	Total Income	Circulation	Cost per Circulation
Waltham Public Library	141,842	468,922	.30
Watertown Free Public Library	186,307	297,667	.63
Wellesley Free Library	124,069	295,412	.42
West Springfield Public Library	51,975	127,112	.41
Westfield, Athenaeum	72,646	292,041	.25
Winthrop Public Library	36,103	79,801	.45
Median	$116,110	292,041	$ .40

[a]Six municipalities in this population range had more than one independent library and one other town provided no municipal appropriation to the library; these seven were omitted from this table to avoid errors due to inclusion of incomparable data.

Data from: Massachusetts. Department of Education. Division of Library Extension. Seventy-third annual report of the Board of Library Commissioners for the year ending June 30, 1962. [Boston, 1963] pp. 16-21.

population groups. This was probably due to the fact that each of the small branches was attempting to provide the full range of services for all age groups. Because these neighborhood outlets were not used much by adults and young adults, as compared with children, trying to supply materials and staff to satisfy adequately the library needs of adults and young adults evidently was too costly. In the next chapter, the possibility of serving all age groups more efficiently and adequately through a small number of large outlets designed primarily to satisfy adult and young adult needs and a large number of small outlets designed primarily to satisfy children's needs will be explored to determine if unit costs can be reduced while the quality and availability of library service are increased.

CHAPTER XII. SOME ALTERNATIVES FOR PROVIDING ADEQUATE LIBRARY SERVICE TO A LARGE CITY, INCLUDING ESTIMATES OF COSTS

In a large city such as Boston—as this study has shown—the typical stationary branch library did not in 1963 provide adult and young adult users with the same level of service as was provided by the main library in the average small city or town in Massachusetts which served a population comparable in size to that served by a branch library. Only those Bostonians who patronized the central library received adequate public library service, i.e., a level of service at least equal to the level of service offered by central libraries in independent cities and towns in Massachusetts with populations ranging between 20,000 and 100,000 persons.

The outstanding feature distinguishing the average independent library in Massachusetts from the typical stationary branch library in Boston was the superiority of the former library's book collections for adults and young adults in terms of quantity and quality, with the concomitant superiority of book-related reader services. At the end of 1961, the median number of adult and young adult books held in stationary branch libraries was roughly 12,000, or 60 percent of the typical branch collection of roughly 20,000 volumes. Precise figures on the number of volumes for adults and young adults in small independent libraries were not available, but the median book collection in autonomous libraries serving between 20,000 and 30,000 Massachusetts residents in 1961 was about 69,000 volumes, or three and one-half times the typical branch collection, while for all independent libraries serving between 20,000 and 100,000 persons in 1961 the median collection was about 110,000 volumes, or five and one-half times the typical branch collection. If one assumes that children's books constitute twenty-five percent of the total number of volumes in the library collection, in accordance with the 1943 standard for public libraries,[1] the average independent library serving between 20,000 and 30,000 persons holds about 52,000 volumes for adults and young adults while the typical library serving a population of 20,000 to 100,000 persons holds about 83,000 adult and young adult books. The collection of adult and young adult books in the typical Boston branch was only 12,000 volumes, as stated above.

The median number of children's books in stationary branch libraries in Boston in 1961 was roughly 8,000 volumes. The central library in Boston, with a higher quality children's collection than that found in any of the four independent libraries visited, held about 14,000 juvenile books. The stationary branch libraries provided generally adequate collections and services for children who were able to visit the libraries.

One approach to the problem of providing adequate public library service to all residents of Boston would involve bringing book collections in all stationary branches up to the level of main libraries in small cities and towns in Massachusetts. If each of the twenty-six branches, which served an average of about 24,000 Bostonians in 1963, held book collections of 70,000 volumes—55,000 adult and young adult books and 15,000 children's books—the same quality of library service provided by independent libraries in the 20,000 to 30,000 population class could have been offered by these neighborhood outlets. With a bibliothecal staff (in full-time equivalents) of seven—three professionals, two full-time nonprofessional library assistants, and seventy hours (the equivalent of two full-time staff) of part-time library aides—each branch could have been open to the public sixty-three hours per week (10 a.m. to 9 p.m. Monday through Friday, and 10 a.m. to 6 p.m. on Saturday) during most of the year, just as the median independent library serving a population between 20,000 and 30,000 persons was in 1961, and could have offered the same level of service as small independent libraries; in fact, the average stationary branch had a bibliothecal staff (in full-time equivalents) of seven—four professionals and a total of three nonprofessionals—and was open to the public fifty-three hours a week.

To provide adequate service, each of the strengthened branches would have required seating space for seventy-five adult and young adult readers and fifty juvenile readers, a meeting room seating one hundred persons, and sufficient space for shelving, staff, and other areas. The following space requirements are considered reasonable:

Quantity	Description	Square Feet per Unit	Total (in Square Feet)
55,000	Shelving space for adult and young adult books	1/15	3,667
15,000	Shelving space for children's books	1/20	750
75	Reading space for adults and young adults	35	2,625
50	Reading space for children	25	1,250
7	Space for staff	100	700
100	Seating space in meeting room	10	1,000
	Miscellaneous		1,008
	Total space required (in square feet)		11,000

At a unit cost of $20 per square foot, a new branch with 11,000 square feet of floor space would cost $220,000 to construct, excluding the cost of land. Furniture and equipment would probably cost another $25,000. At a unit cost of $6 per volume (including ordering and processing costs), 55,000 adult and young adult books would require $330,000; and at a unit cost of $4 per volume (including ordering and processing costs), 15,000 children's books would cost $60,000. The total investment in each new such branch library would be about $635,000, excluding the cost of land. The establishment of twenty-six new branches, at $635,000 per unit, would total $16,510,000, exclusive of land costs.

Seven of the twenty-six stationary branches, including one with more than 11,000 square feet of floor space, were located in 1963 at some of the first twenty-seven sites suggested for library outlets in Boston. Assuming the floor space in these seven outlets—plus the furniture, equipment, and book stock of all twenty-six existing branches—could be fully utilized in the creation of the proposed system of twenty-six new branches in addition to the central library, the total capital investment in the new system, excluding land costs, would be reduced to $12,601,752. Of this amount, $4,826,920 would be for 241,346 additional square feet of floor space (at $20 per square foot), $6,681,708 would be for 1,113,618 additional books for adults and young adults (at $6 per volume, including ordering and processing costs), $693,124 would be for 173,281 additional books for children (at $4 per volume, including ordering and processing costs), and $400,000 for additional furniture and equipment. Since the establishment of twenty-six new branches would require a capital outlay of about $16,510,000, utilization of existing physical plants, furniture, equipment, and collections would result in savings of about $3,908,248.

In addition to the capital investment, there are current operating expenditures. Although the capital outlay is shown in prices as of 1964, the annual operating costs will be shown for the various proposed systems in terms of prices paid by the Boston Public Library in 1961; this will permit comparisons to be made between the schemes offered for consideration and the actual branch system in Boston, for which 1961 data were the latest available. At 1961 prices, each new branch library would have annual operating expenditures of approximately $64,000, or about $19,000 more than the median 1961 operating expenditures for stationary branches in Boston, $45,398.31. These operating expenses exclude the costs of ordering and processing materials, which—although included in the capital outlay for building the original collections—are charged to the central library in annual operating budgets. The $64,000 yearly operating costs for each strong branch library would be divided as follows:

Staff (in full-time equivalents, at about average Boston Public Library salary rates for 1961)			
Branch librarian	1 at $7,000 each	$ 7,000	
Professional librarian	2 at $5,500	11,000	
Library assistant	2 at $3,000	6,000	
Library aide	2 at $1,750	3,500	
Building custodian	1 at $3,800	3,800	
Total			$31,300
Library materials (at about average 1961 costs, excluding the costs of ordering and processing)			
Adult and young adult books	5,000 at $3.50	$17,500	
Children's books	1,500 at $2.00	3,000	

Periodical subscriptions	300 at $5.00	1,500	
Audio-visual materials		500	
Total			$22,500
Other operating expenditures			$10,200
Grand Total			$64,000

At the rate of $64,000 per unit per year, the annual operating expenditures for twenty-six strong branch libraries would be $1,664,000, exclusive of the costs of ordering and processing materials.

While strengthening the existing number of stationary branches would raise the quality of children's service in neighborhood outlets to the level of service in independent public libraries serving 20,000 to 100,000 persons, this would not be high enough in either case because of the accessibility requirements of children. Even with twenty-six strengthened branch libraries, youngsters living more than half a mile from one of the stationary outlets would not be receiving adequate public library service. In addition to the twenty-seven outlets in the city of Boston that provided the full range of services to children in 1963, at least thirty-three more units would be required in order to guarantee that no child has to walk more than half a mile to obtain all the library services he needs. A minimum of sixty units would be necessary, as was demonstrated in Chapter V. If the traditional approach were followed and all sixty stationary outlets were to offer adequate public library service to adults, young adults, and children, the costs would indeed be high. With the existing central library as one outlet—at $635,000 per unit, the capital outlay for fifty-nine strong branches would be $37,465,000, exclusive of the cost of land; and at $64,000 per unit per year, the total annual operating expenses, exclusive of the ordering and processing costs borne by the central library, would amount to $3,776,000 for fifty-nine stationary branches.

Fifteen of the 1963 branch locations have been judged suitable as sites for stationary library outlets. Assuming that the floor space in these fifteen outlets—plus the furniture, equipment, and book stock of all twenty-six branches—could be fully utilized in the creation of the proposed system of fifty-nine strong branches in addition to the central library, the total capital investment in the new system, excluding land costs, would be reduced to $32,537,192. Of this amount, $11,047,360 would be for 552,368 additional square feet of floor space (at $20 per square foot), $17,571,708 would be for 2,928,618 additional books for adults and young adults (at $6 per volume, including ordering and processing costs), $2,673,124 would be for 668,281 additional books for children (at $4 per volume, including ordering and processing costs), and $1,225,000 for additional furniture and equipment. Since the establishment of fifty-nine new strong branches would require a capital outley of about $37,465,000, utilization of existing physical plants, furniture, equipment, and collections would result in savings of about $4,927,808.

The possibility of strengthening all twenty-six branch libraries in Boston to the point where they would be comparable to small independent libraries in Massachusetts in terms of collections and services has been discussed. Since adults and young adults can easily travel up to two miles to reach a public library, only eight strong stationary units (shown as locations numbered one through eight in Fig. 6) are needed to provide all members of these age groups with effectively equal access to library service. In addition to these eight regional libraries, many small neighborhood libraries would be necessary to provide service primarily to children—but also to adults and young adults who visit the library for popular reading on a casual basis.

If a system of regional libraries were established each regional library would provide the full range of services for adults, young adults, and children; it would be the equivalent in terms of collections and services of the typical main library in Massachusetts municipalities with 20,000 to 100,000 inhabitants. Neighborhood libraries would provide the full range of services for children—and only lending service, interlibrary loan service, and reserve book service for adult and young adult users; the two older age groups would normally be served by nonprofessional staff in neighborhood libraries. Reference service, reading guidance, and group services for adults and young adults would be offered only by professional librarians at the regional libraries, by telephone, or—through special arrangements—in neighborhood libraries. Normally the only professional staff in a neighborhood library would be a children's librarian. The selection and discarding of the popular collections of adult and young adult books in neighborhood libraries would be the responsibility of librarians specializing in work with adults and young adults who would be attached to regional libraries.

Neighborhood libraries would serve children primarily. Since youngsters are normally in school until after two o'clock on weekdays nine months of the year, there is no reason for a children's

librarian to be present for coverage during morning hours, unless class visits or preschool story hours are scheduled. The professional staff member could spend most of her mornings visiting schools. Saturday mornings are different because schools are closed and children visit the library, as they do on weekday afternoons. For the convenience of adult and young adult browsers, neighborhood libraries could be open during some morning and evening hours with nonprofessional library assistants in charge. The hours of service for the general public might be 2 p.m. to 9 p.m. on Mondays and Thursdays, 2 p.m. to 6 p.m. on Wednesdays, 10 a.m. to 6 p.m. on Tuesdays and Fridays, and 10 a.m. to 1 p.m. on Saturdays. In addition to these open hours, neighborhood libraries may be utilized on closed mornings and evenings for group programs. Three bibliothecal employees (in full-time equivalents)—a children's librarian, a library assistant, and thirty-five hours of part-time help—should be able to handle the workload during the thirty-seven hours of service in neighborhood libraries.

The regional libraries would be open to the public sixty-nine hours a week, 9 a.m. to 9 p.m. Monday through Friday and 9 a.m. to 6 p.m. on Saturday; this about equals the median number of hours of opening for independent libraries in Massachusetts serving populations of 20,000 to 100,000 persons in 1961. During all hours that regional libraries would be open, professional staff would be on duty. Group services for adults and young adults would be planned and carried out on a regional basis by librarians attached to the regional libraries. Each regional library would hold book collections of 110,000 volumes, 95,000 adult and young adult books and 15,000 children's books; this equals in size the median public library collection in 1961 of Massachusetts municipalities with 20,000 to 100,000 inhabitants. Excluding maintenance personnel, a staff of 9.5 employees (in full-time equivalents)—four professional librarians, including a children's worker, a specialist in reference service, a specialist in reading guidance, and a specialist in group services; three library assistants; and 87.5 hours of part-time library aides—would be given to each regional library. More than one of the professional librarians could be freed of coverage responsibilities so that visits to community groups, high schools, colleges, and neighborhood libraries might be made several times a week.

Seats for one hundred adult and young adult readers and fifty juvenile readers, a meeting room seating 150 persons, and sufficient space for shelving, staff, and other areas would be provided in each of the regional libraries. The following floor space would be required:

Quantity	Description	Square Feet per Unit	Total (in Square Feet)
95,000	Shelving space for adult and young adult books	1/15	6,333
15,000	Shelving space for children's books	1/20	750
100	Reading space for adults and young adults	35	3,500
50	Reading space for children	25	1,250
9.5	Space for staff	100	950
150	Seating space in meeting room	10	1,500
	Miscellaneous		1,217
	Total space required (in square feet)		15,500

None of the present branch library buildings has sufficient floor space to house one of the eight regional libraries, as Table 3 (see above) illustrates. Moreover, only two of the locations used in 1963 are among the first eight suggested sites. At a unit cost of $20 per square foot, a new regional library building would cost $310,000 to construct, excluding the cost of land. Furniture and equipment would probably cost another $30,000. At a unit cost of $6 per volume (including ordering and processing costs), 95,000 adult and young adult books would require $570,000; and at a unit cost of $4 per volume (including ordering and processing costs), 15,000 children's books would cost $60,000. The total investment in each new regional library would be about $970,000, excluding the cost of land. The establishment of eight new regional libraries, at $970,000 per unit, would cost $7,760,000, exclusive of land costs. The savings resulting from this utilization of existing physical plants, furniture, equipment, and collections will be discussed later.

Aside from the capital outlay, each new regional library would have annual operating expenditures of approximately $85,000, exclusive of the costs of ordering and processing materials, which are charged to the central library. These yearly operating expenses would be divided as follows:

Staff (in full-time equivalents, at about average Boston Public Library salary rates for 1961)			
Branch librarian	1 at $7,000	$ 7,000	
Professional librarian	3 at $5,500	16,500	
Senior library assistant	1 at $3,500	3,500	
Library assistant	2 at $3,000	6,000	
Library aide	2.5 at $1,750	4,375	
Building custodian	1 at $3,800	3,800	
Total			$41,175
Library materials (at about average 1961 costs, excluding the costs of ordering and processing)			
Adult and young adult books	6,000 at $3.50	$21,000	
Children's books	1,500 at $2.00	3,000	
Periodical subscriptions	300 at $5.00	1,500	
Audio-visual materials		750	
Total			$26,250
Other operating expenditures			$17,575
Grand Total			$85,000

At the rate of $85,000 per unit per year, the annual operating expenditures for eight regional libraries would be $680,000, exclusive of the costs of ordering and processing materials added currently.

Each of the neighborhood libraries would have a collection consisting of 12,000 children's books and 3,000 adult and young adult books for popular reading, as well as seating areas for fifty children and ten adults and young adults, a meeting room seating fifty persons, and sufficient space for shelving, staff, and other areas. The following space requirements are considered reasonable:

Quantity	Description	Square Feet per Unit	Total (in Square Feet)
12,000	Shelving space for children's books	1/20	600
3,000	Shelving space for adult and young adult books	1/15	200
50	Reading space for children	25	1,250
10	Reading space for adults and young adults	35	350
3	Space for staff	100	300
50	Seating space in meeting room	10	500
	Miscellaneous		300
	Total space required (in square feet)		3,500

All of the present branch library buildings except two, as shown in Table 3 above, have sufficient floor space to house a neighborhood library serving primarily children. At a unit cost of $20 per square foot, a new neighborhood library building would cost $70,000 to construct, excluding the cost of land. Furniture and equipment would cost another $10,000. At a unit cost of $4 per volume (including ordering and processing costs), 12,000 children's books would cost $48,000; and at a unit cost of $6 per volume (including ordering and processing costs), 3,000 adult and young adult books would cost $18,000. The total investment in each new neighborhood library would be about $146,000, excluding the cost of land.

Aside from the capital outlay, each new neighborhood library would have annual operating expenses of about $21,000 exclusive of the costs of ordering and processing materials, which are charged to the central library. The yearly operating costs would be divided as follows:

Staff (in full-time equivalents, at about average Boston Public Library salary rates for 1961)			
Professional librarian	1 at $5,500	$5,500	
Senior library assistant	1 at $3,500	3,500	
Library aide	1 at $1,750	1,750	
Building custodian	.5 at $3,800	1,900	
Total			$12,650

Library materials (at about average 1961 costs, excluding the costs of ordering and processing)			
Children's books	1,300 at $2.00	$2,600	
Adult and young adult books	400 at $3,50	1,400	
Periodical subscriptions	50 at $5.00	250	
Audio-visual materials		100	
Total			$ 4,350
Other operating expenditures			4,000
Grand Total			$21,000

In place of the proposed system of fifty-nine strong branches in addition to the existing central library—which was discussed earlier—a system with twenty-six strong branches, thirty-three neighborhood libraries, and the central library may be substituted for greater economy. Such a scheme would still permit the city of Boston to provide relatively easy access to adequate public library service for all residents. In 1964, the establishment of this hybrid system would have required an investment of $21,328,000, excluding the cost of land, as compared with a capital outlay of $37,465,000 for the more traditional scheme, excluding land costs, if these systems were created de novo; twenty-six strong branches, at a unit price of $635,000, would cost $16,510,000 and thirty-three neighborhood libraries, at a unit price of $146,000, would cost $4,818,000, while fifty-nine strong branches would require an investment of $37,465,000.

Fifteen of the branch libraries in 1963 were located at sites suggested for stationary library outlets. Assuming that the floor space in these fifteen units—plus the furniture, equipment, and book stock of all twenty-six operating branches—could be fully utilized in the creation of this hybrid system, the investment in this program would be reduced to $16,859,752, excluding the cost of land, while the investment in the more traditional scheme (with utilization of existing facilities) would be reduced to $32,537,192, excluding the land costs, in terms of 1964 prices. With both of these proposed systems, utilization of present physical plants, furniture, equipment, and collections would result in savings of less than $5,000,000.

As for annual operating expenditures—at 1961 prices, the proposed hybrid system would cost $2,357,000 per year, excluding the costs of ordering and processing materials, as compared with $3,776,000 per year, excluding the same ordering and processing costs, for the system with fifty-nine strong branches; twenty-six strong branches, at $64,000 per year, would expend $1,664,000 annually and thirty-three neighborhood libraries, at $21,000 per year, would expend $693,000 annually, while fifty-nine strong branches would spend $3,776,000 in the course of a year.

Returning to the regional library plan, one finds that a system having twenty-seven stationary outlets—the same number of outlets as served Boston in 1963—could be established with eight regional libraries, the existing central library, and eighteen neighborhood libraries; the central library would serve as a research library and as a neighborhood library for the immediate area. Such a scheme would allow the Boston Public Library to provide all residents with the same level of service as currently is offered to inhabitants of small cities and towns in Massachusetts with 20,000 to 100,000 population. The creation of this regional library system de novo in 1964 would have required an investment of $10,388,000, exclusive of the cost of land, because eight regional libraries, at $970,000 per unit, would cost $7,760,000 and eighteen neighborhood libraries, at $146,000 per unit, would cost $2,628,000.

Since two of the branch library locations used in 1963 were among the eight suggested sites for regional libraries, and five others were among the first twenty-seven sites proposed for library outlets in Boston, utilization of existing facilities in the establishment of a regional library system seems feasible. Assuming that the floor space in these seven outlets—plus the furniture, equipment, and book stock of all twenty-six existing branches—could be fully utilized in the creation of this proposed system, the total capital outlay, excluding the cost of land, would be reduced to $6,768,172 in terms of 1964 prices. Of this amount, $3,104,340 would be for 155,217 additional square feet of floor space (at $20 per square foot), $2,986,708 for 497,618 additional adult and young adult books (at $6 per volume, including ordering and processing costs), $477,124 for 119,281 additional children's books (at $4 per volume, including ordering and processing costs), and about $200,000 for additional furniture and equipment. Since the establishment of eight new regional libraries and eighteen new neighborhood libraries would require a capital outlay of about $10,388,000 in 1964, utilization of existing physical plants, furniture, equipment, and collections would result in savings of about $3,619,828.

Aside from the capital outlay, the yearly operating expenditures—at 1961 prices—for a system of eight regional libraries, at $85,000 per unit annually, and eighteen neighborhood libraries, at $21,000 per unit annually, would amount to $1,058,000, excluding the costs of ordering and processing materials. In 1961, the total operating expenditures for the twenty-six stationary branches of the Boston Public Library were $1,190,571,[2] or about $133,000 more than those for the proposed regional library system with as many outlets as the traditional branch system in Boston. Under this regional library plan, all residents—but especially adults and young adults—would have received much higher quality service than was available in 1963 at any of the branch libraries—and the cost would have been less than what was then spent for inadequate public library service.

A regional library system with twenty-seven stationary outlets could not provide all children in Boston with accessible library service, since a minimum of sixty units would be required. Eight new regional libraries, at $970,000 per unit, fifty-one new neighborhood libraries, at $146,000 per unit, and the existing central library could constitute the sixty-outlet system designed to give all Bostonians effectively equal access to public library service. The establishment of such a network de novo in 1964 would cost $15,206,000, excluding the cost of land, since the regional libraries would cost $7,760,000 and the neighborhood libraries would cost $7,446,000. Utilization of existing physical plants, furniture, equipment, and collections could possibly reduce the capital investment, exclusive of land costs, to $11,026,172 in terms of 1964 prices; of this amount, $4,854,340 would be for 242,717 additional square feet of floor space (at $20 per square foot), $3,580,708 would be for 596,618 additional adult and young adult books (at $6 per volume, including ordering and processing costs), $2,061,124 would be for 515,281 additional children's books (at $4 per volume, including ordering and processing costs), and about $530,000 would be for additional furniture and equipment.

At 1961 prices, the annual operating expenditures for a system of eight regional libraries, at the yearly rate of $85,000 each, and fifty-one neighborhood libraries, at the yearly rate of $21,000 each, would be $1,751,000, excluding the costs of ordering and processing materials.

With a library system consisting of twenty-seven stationary units, bookmobile service would have to be continued in order to reach residents of inaccessible areas. With a network of sixty units, however, bookmobile service may be eliminated. In 1961, the Boston Public Library spent $127,882 on bookmobile service;[2] this money could have supported six neighborhood libraries.

As a recapitulation, Table 47 depicts the estimated requirements of several different approaches to the problem of providing adequate public library service to all residents of Boston in terms of the size of book collections, floor space, staff, and budget. Data for the central library are omitted, but since the data would have been constant in all cases, these omissions will not prevent comparisons being made between systems.

To provide Bostonians not using the central library with the same level of service as was offered in 1963 by independent libraries in Massachusetts serving 20,000 to 100,000 persons, any of the five proposed systems may be instituted. Since there were twenty-seven stationary outlets in Boston in 1963, it may be considered desirable to retain that number. If this is the case, the regional library (Plan 1) approach is preferable to the traditional library approach (Plan 2) because of savings in staff, capital outlay, and annual operating expenditures. The regional library plan with twenty-seven outlets requires nearly sixty fewer employees (in full-time equivalents) and about $133,000 less in annual operating costs than the present branch library system in Boston, as Table 47 indicates.

To make adequate public library service easily accessible to children—as well as more easily accessible to all Bostonians—than it was to residents of independent municipalities in 1963, a minimum of sixty stationary outlets is required. It is apparent from data in the table that a regional library system with sixty outlets is less costly to establish, staff, and operate than either a traditional network with sixty units or a hybrid scheme consisting of twenty-six strong branches and 33 neighborhood libraries. Furthermore, Plan 1 (the regional library approach) is more than $1,000,000 less costly to institute—both with and without utilization of existing physical plants, furniture, equipment, and collections—than Plan 2 (the traditional library approach), although the latter scheme has thirty-three fewer outlets. In spite of the fact that the sixty-unit regional library plan costs $87,000 more to operate per year than the twenty-seven-unit traditional library system, the elimination of bookmobile service would more than make up for the difference. In terms of staff, both of the proposed twenty-seven-unit systems require fewer employees than were assigned to stationary branches at the end of 1961, while the suggested sixty-unit regional library plan calls for only 41.5 more staff (in full-time equivalents), as shown in Table 47.

All approaches to the problem of providing adequate public library service to all residents of a large city emphasize the importance of having adequate book collections: without these collections,

TABLE 47

ESTIMATED REQUIREMENTS OF SEVERAL PROPOSED LIBRARY SYSTEMS FOR THE CITY OF BOSTON IN TERMS OF THE SIZE OF BOOK COLLECTIONS, FLOOR SPACE, STAFF, CAPITAL OUTLAY, AND ANNUAL OPERATING EXPENDITURES[a]

Systems with 27 Stationary Outlets (including the central library)	Total Volumes	Total Space (in Square Feet)	Total Bibliothecal Staff (in Full-Time Equivalents)
1. 26 strong branches	1,820,000	286,000	182.0
2. 8 regional libraries and 18 neighborhood libraries	1,150,000	187,000	130.0
Systems with 60 Stationary Outlets (including the central library)			
3. 59 strong branches	4,130,000	649,000	413.0
4. 26 strong branches and 33 neighborhood libraries	2,315,000	401,500	281.0
5. 8 regional libraries and 51 neighborhood libraries	1,645,000	302,500	229.0
Operational Branch Library System, as of 1961 (in addition to the central library)			
26 branches	533,101	190,307	187.5

Systems with 27 Stationary Outlets (including the central library)	Capital Outlay Not Using Existing Facilities[b]	Capital Outlay Using Existing Facilities[b]	Savings with Full Use of Existing Facilities[b]	Annual Operating Expenditures (at 1961 prices)[c]
1. 26 strong branches	$16,510,000	$12,601,752	$3,908,248	$1,664,000
2. 8 regional libraries and 18 neighborhood libraries	$10,388,000	$ 6,768,172	$3,619,828	$1,058,000
Systems with 60 Stationary Outlets (including the central library)				
3. 59 strong branches	$37,465,000	$32,537,192	$4,927,808	$3,776,000
4. 26 strong branches and 33 neighborhood libraries	$21,328,000	$16,859,752	$4,468,248	$2,357,000

5. 8 regional libraries and 51 neighborhood libraries	$15,206,000	$11,026,172	$4,179,828	$1,751,000
Operational Branch Library System, as of 1961 (in addition to the central library)				
26 branches				$1,190,571

[a]Data for the central library are omitted.

[b]At 1964 prices; the cost of land is omitted.

[c]The costs of ordering and processing materials are omitted; they are charged to the central library.

such services as reference and reading guidance cannot be properly given. As Table 47 indicates, all of the proposed systems require larger book supplies than were available in 1963 in Boston's twenty-six stationary branches. Accessibility is also an important consideration, since a strong central library cannot adequately serve adults and young adults living more than two miles away; well-located regional libraries or strong branch libraries can be used to serve outlying areas, i.e., areas more than two miles from the central library. For children, a library outlet should be within easy walking distance of their homes, which is assumed to be half a mile.

The most economical way for providing adequate public library service to all residents of a large city is by means of the regional library plan. Establishing an adequate regional library system is less costly than establishing an adequate traditional library system because—while both systems may require the same number of stationary outlets—the former plan includes both large and small units while the latter includes only large units. In addition, since there is much duplication of book titles under the traditional system, inasmuch as all branches are miniature central libraries, it is not possible to have as many distinguished titles in one collection as may be found among the holdings of a large regional library.

CHAPTER XIII. CONCLUSIONS AND RECOMMENDATIONS

This study was begun with the hypothesis that public library service outlets were not equally accessible to all residents of Boston—adults, young adults, and children. This hypothesis has been tested and validated. There was a stationary outlet within two miles of the home of every adult and young adult in 1963, but children had to travel more than half a mile to reach a public library in several sections of the city.

The hypothesis that adequate public library service was not available to all residents of Boston, even if outlets were equally accessible to all, has also been tested and validated. Where library units were easily accessible, the collections and services provided were not of equal quality and quantity. Adequate public library service for adults and young adults was provided only at the main library, and this library was situated more than two miles from the homes of 395,000 adult and young adult residents.

A third hypothesis, that a high school library with a stock of materials that met established standards provided collections that were superior in quality to the adult and young adult collections of a typical branch library in Boston, was tested in spite of the fact that neither of the two high school libraries in the Boston area that were visited had collections that met school library standards. It should be noted, however, that the better of the two high school library collections was superior to the median branch collection in the areas of adult and young adult fiction, adult and young adult nonfiction, and periodicals. Had the high school libraries that were examined met established standards for collections, it seems likely that the hypothesis would have been completely validated.

The most significant implication of this investigation is that large city libraries must bring the level of service provided by their branches up to the level of service available at the main libraries of independent municipalities serving equivalent populations. In cities where all residents do not live within about two miles of the main library, the main library should not be the only outlet offering adequate public library service to adults and young adults while all the branches serve as little more than children's libraries.

As a result of this study, it is recommended that large city library systems, such as the Boston Public Library, convert from traditional branch systems to regional library systems having regional libraries within two miles of nearly all inhabitants to serve adults, young adults, and children, plus neighborhood libraries to serve primarily children within half mile of each child. With regional library schemes, large city systems could provide higher quality service to all residents than is currently provided by the main libraries in cities and towns of 20,000 to 100,000 population, as well as doing this at a lower cost than is possible with traditional branch systems.

For Boston, Massachusetts, a regional library system with sixty outlets (located as shown in Fig. 6) is recommended. As compared with the present traditional branch system, the recommended regional library system would provide thirty-three more outlets so that all children might have easy access to public library service; eight large, well-distributed outlets with collections of 110,000 volumes each and specialized personnel so that the full range of services might be offered to members of all age groups; and better utilization of bibliothecal staff resulting from the development of larger service areas. This network would give all residents of Boston easy access to adequate public library service for about $22,000,000 less in capital outlay (at 1964 prices) and for about $2,000,000 less in annual operating expenditures (at 1961 prices) than would be possible with a strong traditional library system having sixty outlets.

It is suggested that further research be undertaken regarding the maximum distances that adults, young adults, and children may reasonably be expected to travel to reach public library outlets of various types and sizes for various purposes. Changes in the availability of private automobiles and mass transportation facilities, as well as changes in personal attitudes toward walking, have probably affected travel habits during recent years.

Studies should be made of the differences, in terms of socio-economic characteristics, between (1) users of branch libraries who neither travel to the central library nor use interlibrary loan service, (2) users of branch libraries who travel to the central library but do not use interlibrary loan service, (3) users of branch libraries who use interlibrary loan service but do not travel to the central library, and (4) users of branch libraries who both travel to the central library and use interlibrary loan service. Socio-economic factors were generally ignored in this study.

The staffing requirements of public libraries need further investigation. Studies should be made of all library operations so that tasks may be divided into professional and nonprofessional duties on an empirical basis.

Investigations should be undertaken to determine the size of collections of materials, the amount of floor space, and the number of seats required for the various age groups in public library outlets of various types and sizes. As a result of this research, new standards may be developed.

There is furthermore a need to study the feasibility of providing adequate library service to children and young adults through public and school library service. As part of these investigations, the adequacy of public library service for children and young adults in given communities should be compared with the adequacy of school library service for children and young adults in the same communities. One of the hypotheses that could be tested is the one that was not completely validated in the present study, viz., that a high school library with a stock of materials that met established standards provided collections that were superior in quality to the adult and young adult collections of a typical branch library.

Finally, it is suggested that further research be undertaken into the possibility that adequate public library service may be offered to residents of outlying areas of a large city through cooperative agreements involving the large city library and smaller independent public libraries in neighboring suburbs. Up to now, most assistance has been given by the large library to its smaller neighbors, but the large library may be able to receive assistance, too.

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Chapter XIII

1. Although the populations served by Boston's twenty-six stationary branches were estimated to range from 11,970 to 36,289, the middle fifty percent of the branches each served between roughly 20,000 and 30,000 residents.
2. It was estimated that the median population served by Boston's twenty-six branch libraries in 1960 was 24,001.

APPENDIX I

CHECKLIST OF READER SERVICES

LIBRARY_____
DATE _____
RESPONDENT _____

I. PHYSICAL PLANT AND ARRANGEMENT OF MATERIALS

_____ A. Open shelves

_____ 1. For entire collection
_____ 2. For part of collection: ___A ___YA ___C ___Other (specify)

_____ B. Closed shelves: ___Within sight of patrons
_____Not in public area

_____ 1. For selected reference items: ___ A ___YA ___C (specify subjects)
_____ 2. For selected circulating items: ___A ___YA ___C (specify subjects)

_____ C. Separate areas for age groups: ___A ___YA ___C ___Other (specify)
No. of seats in each: _____
_____
_____

_____ D. Separate reference collections

_____ 1. In A area
_____ 2. In YA area
_____ 3. In C area
_____ 4. In other area (specify)

_____ E. Subject arrangement by Dewey decimal classification

_____ 1. For entire collection
_____ 2. For part of collection: ___A ___YA ___C ___Other (specify)

_____ F. Reader interest arrangement

_____ 1. For entire collection
_____ 2. For part of collection: ___ A ___YA ___C ___Other (specify)

___a. Mysteries
___b. Westerns
___c. Science fiction
___d. New books
___e. Picture books
___f. Elementary readers
___g. Career materials
___h. Other (specify)

_____ G. Informal reading area with furniture other than study tables and chairs
___A ___YA ___C ___Other (specify)

_____ H. Display and/or exhibit areas (specify locations)
No. of exhibits a year_____

_____ I. Conference room adjoining public service area
____Special room ___ Multi-purpose area

_____ J. Lecture hall___ Special room____Multi-purpose area_____
No. of seats ____

_____ K. Listening facilities for recordings ___A area____YA area ___C area____Other (specify)

_____ L. Viewing facilities for films____ Space____Projection equipment

_____ 1. In lecture hall
_____ 2. In other location (specify)

_____ M. Bulletin boards Size in sq. ft.___ No.____Location (specify)

_____ N. Magazine racks ___A area____YA area____C area
Average no. of items displayed_____

_____ O. Newspaper rack (specify location)
No. of newspapers received

II. ORIENTATION AND INSTRUCTION IN USE OF THE LIBRARY

_____ A. Indirect library instruction

_____ 1. Through posting of directional signs
_____ A area____YA area____C area
_____ 2. Through posting of floor plans ___ entire library
_____ A area ___ YA area ____C area
_____ 3. Through placement of shelf labels
_____ A area____YA area____ C area
_____ 4. Through distribution of printed guides and handbooks
_____ 5. Through other devices not involving personal assistance (specify)

_____ B. Tour and orientation for all new users on individual basis
____ A ____ YA ____C

_____ C. Group orientation to the library

_____ 1. During visits of groups to the library
_____ a. Classes ___ K-3 ___ 4-6 ___ 7-8 ___ 9-10 ___ 11-12 ___ Other (specify)
Average no. of visits per class per year ___ Total no. of visits/year
_____ b. C and YA groups other than classes (specify)
Total no. of visits/year ____
_____ c. Adult groups (specify) Total no. of visits/year____

_____ 2. During visits by librarian outside the library

a. To schools ___ K-3 ___ 4-6 ___ 7-8 ___ 9-10 ___ 11-12 ___ Other (specify)
Average no. of visits per class per year ___ Total no. of visits/year ___
b. Community group meetings (specify) ___ Total no. of visits/year_____
c. Other (specify)

_____ D. Individual instruction in the use of specific reference tools, such as the card catalog or Readers' guide
Average no. of times/day A ____ YA ____ C ____

_____ E. Group instruction in the use of specific reference tools, such as the card catalog or Readers' guide

_____ 1. During visits of groups to the library

_____ a. Classes ___ K-3 ___ 4-6 ___ 7-8 ___ 9-10 ___ 11-12 ___ Other (specify)
_____ Combined with orientation
_____ Special (specify) Visits/year
_____ b. C and YA groups other than classes (specify) Visits/year
_____ c. Adult groups (specify) Visits/year

_____ 2. During visits by librarian outside the library

a. To schools ___ K-3 ___ 4-6 ___ 7-8 ___ 9-10 ___ 11-12 ___ Other (specify)
_____ Combined with orientation
_____ Special (specify) Visits/year
b. Community group meetings (specify) Visits/year

_____ F. Group instruction in bibliography-making

_____ 1. In schools ___ 4-6 ___ 7-8 ___ 9-10 ___ 11-12 ___ Other (specify)
Sessions/year _____

_____ 2. In library ___ 4-6 ___ 7-8 ___ 9-10 ___ 11-12 ___ Other (specify)
Sessions/year ____

III. READERS ASSISTANCE

_____ A. Provision of directional information, etc., not requiring use of any reference tools

Adult: No. of requests/day
1. In person ____
2. By phone ____
3. By mail ____

YA: No. of requests/day
1. In person ____
2. By phone ____
3. By mail ____

C: No. of requests/day
1. In person ____
2. By phone ____
3. By mail ____

_____ B. Assistance in finding information, not specifically named library materials, through library tools

Adult: No. of requests/day
1. In person ____
2. By phone ____
3. By mail ____

YA: No. of requests/day
1. In person ____
2. By phone ____
3. By mail ____

C: No. of requests/day
1. In person ____
2. By phone ____
3. By mail ____

_____ C. Assistance in finding specifically named library materials

Adult: No. of requests/day
1. In person ____
2. By phone ____
3. By mail ____

YA: No. of requests/day
1. In person ____
2. By phone ____
3. By mail ____

C: No. of requests/day
1. In person ____
2. By phone ____
3. By mail ____

_____ D. Assistance in selecting substitutes for items named in III-C above, or in selecting any "good book" dealing with a subject

No. of A requests/day _____
No. of YA requests day_____
No. of C requests/day _____

_____ E. Assistance in selecting a book that will develop further the theme of a previously-read book

No. of A requests/day _____
No. of YA requests/day_____
No. of C requests/day _____

_____ F. Development of planned reading programs for individuals (specify subjects)

No. of A requests/month _____
No. of YA requests/month _____
No. of C requests/month _____

_____ G. Consultation on children's reading with ___ parents___teachers___other adults (specify)
Meetings per month____

_____ H. Maintenance of reading records
A YA C

_____ I. Summer reading programs

1. YA No. of participants ____
2. C No. of participants ____

_____ J. Reserve book service ___A ___YA ___C

_____ K. Maintenance of reader interest file linked to reserve book service
____ A ___YA ___C

_____ L. Preparation of abstracts for patrons

_____ M. Systematic and exhaustive literature searches for patrons

_____ N. Duplication of library materials for patrons

_____ O. Interdepartmental loan service for___A___YA ___C
No. of requests sent per day

_____ P. Translation service for patrons

_____ Q. Distribution of booklists

_____ 1. Of new departmental accessions
_____ 2. Of materials on special subjects prepared by

_____ a. Readers advisor for___A ___YA ___C
Booklists per month

_____ b. Departmental staff for ___A ___YA ___C
Booklists per month

_____ c. Outside agency for ___A ___YA ___C
Booklists per month

_____ R. Preparation of booklists in department carried out at the request of

_____ 1. Individuals other than teachers for ___ A ___YA___C
Booklists per year____

_____ 2. Teachers (specify grade or level)
Booklists per year____

_____ 3. Community groups (specify)
Booklists per year____

_____ 4. Library staff for___A ___YA ___C
Booklists per year____

_____ S. Distribution of cards to teachers for giving library advance warnings on assignments

_____ T. Assistance in preparation of bibliographies ___ A ___ YA ___ C
Requests per week _____

_____ U. Maintenance of a calendar of community events

_____ V. Maintenance of an index of community organizations and agencies with officers, purposes, and activities

_____ W. Provision of material and information on local educational and cultural opportunities, e.g., college catalogs

_____ X. Maintenance of a record of local historical events

_____ Y. Provision of vocational information, civil service announcements, etc.

_____ Z. Program planning advisory service to individual leaders of community groups
Requests per month _____

_____AA. Referral to other departments in library

1. In HRCS Referrals per week for material not in collection (specify)
Referrals per week for services not provided (specify)
2. In RRS Referrals per week for material not in collection (specify)
Referrals per week for services not provided (specify)

_____AB. Referral to outside agency (specify)
Referrals per month for material not in collection (specify) _____
Referrals per month for services not provided (specify) _____

IV. GROUP SERVICES

_____ A. Library-sponsored groups
No. for C ___ No. for YA ___ No. for A _____
No. for Senior Citizens ___ No. for Friends of the Library ___ No. for Mothers _____
No. for other special groups (specify) _____

_____ B. Library staff participation as members or consultants to community organizations
___ Area redevelopment group
___ Home and school association
___ Local historical association
___ Local civic association
___ Other (specify)
Total no. of groups _____

_____ C. Book talks

_____ 1. In library for ___ A ___ YA ___ C
No. of talks per month _____

_____ 2. Outside the library ___ in schools (specify grades or levels) ___ at community group meetings (specify)
No. of talks per month _____

_____ D. Lecture on special subject, rather than on the library

_____ 1. In library for ___ A ___ YA ___ C
No. of lectures per year _____
No. given by staff member _____
No. given by outside specialist _____

_____ 2. Outside the library by a staff member ___ in schools (specify grades or levels)
_____ at community group meetings (specify)
No. of lectures per year _____

_____ E. Panel discussions and forums for ___ A ___ YA ___ C
No. of programs per year _____

_____ F. Musical programs

1. Live ___ for A ___ for YA ___ for C
   No. per month ___
2. Recorded ___ for A ___ for YA ___ for C
   No. per month ___

_____ G. Programs of non-musical recordings

1. Poetry for ___ A ___ YA ___ C
   No. per month _____
2. Language recordings for ___ A ___ YA ___ C
   No. per month _____
3. Speeches for ___ A ___ YA ___ C
   No. per month _____
4. Drama for ___ A ___ YA ___ C
   No. per month
5. Humor for ___ A ___ YA ___ C
   No. per month ___

_____ H. Programs of readings for groups other than children

1. By staff member for (specify group)
   No. per month ___
2. By guest reader for (specify group)
   No. per month ___

_____ I. Story hours

1. Preschool No. per month _____
2. Regular No. per month _____

_____ J. Film showings for ___ A ___ YA ___ C
No. per month _____

_____ K. Programs of creative dramatics for ___ A ___ YA ___ C
No. per month _____

_____ L. Drama club for ___ A ___ YA ___ C
No. of meetings per month ____

_____ M. Puppet shows for ___ A ___ YA ___ C
No. per month _____

_____ N. Year-round reading clubs for ___ A ___ YA ___ C
No. of meetings per month _____

_____ O. Book contests for ___ A ___ YA ___ C
No. per year ____

_____ P. Library activities using mass media

1. Radio ___ for A ___ for YA ___ for C
   No. of programs per month ____
2. Television ___ for A ___ for YA ___ for C
   No. of programs per month _____
3. Newspapers ___ for A ___ for YA ___ for C
   No. of articles per month ____
4. Other (specify)

_____ Q. Library exhibits in commercial store windows or at community programs (specify)
No. of outside exhibits per year _____

_____ R. Discussion groups

1. Book discussion groups for ___ A ___ YA ___ C
   No. of meetings per month _____

_____ 2. Film discussion groups for___A ___YA___C
No. of meetings per month
_____ 3. Other (specify)

_____ S. Study groups engaged in study of a subject (specify) for___ A ___ YA___C

_____ 1. Librarian as resource person ___for A ___for YA___for C
No. of meetings per month _____
_____ 2. Outside specialist as resource person___ for A ___for YA ___for C
No. of meetings per month _____

_____ T. Library-sponsored course to improve reading skills for ___ A ___YA ___C
No. of sessions per month _____

_____ U. Provision of collections and services outside the library for special groups

_____ 1. School children (specify grades or levels)
No. of items circ./yr. _____
_____ 2. Teachers No. of items circ./yr._____
_____ 3. Persons in institutions (specify)
No. of items circ./yr._____
_____ 4. Shut-ins No. of items circ./yr. _____
_____ 5. Labor unions No. of items circ./yr._____
_____ 6. Business firms No. of items circ./yr._____
_____ 7. New Americans No. of items circ./yr. _____
_____ 8. Other groups (specify) No. of items circ./yr._____

_____ V. Provision of space

_____ 1. For meetings of community groups of ___ A ___YA ___C
Meetings per year _____
_____ 2. For art exhibitions by___ A ___YA ___C
Exhibitions per year _____

_____ W. Maintenance of a local speakers bureau

_____ 1. Recommendation of speakers
_____ 2. Provision of staff members as speakers

_____ X. Program planning institutes for leaders of community groups___ for A groups ___for YA groups___ for C groups
Institutes per year _____

APPENDIX II

ATTENDANCE RECORD FORM, BOSTON PUBLIC LIBRARY

Branch _____ Week of _____ 1962

	Monday			Tuesday			Wednesday		
		Staff			Staff			Staff	
	Pub.	Full time	Part time	Pub.	Full time	Part time	Pub.	Full time	Part time
9:30									
10:30									
11:30									
12:30									
1:30									
2:30									
3:30									
4:30									
5:30									
6:30									
7:30									
8:30									
Daily Circ.									

	Thursday			Friday			Saturday		
		Staff			Staff			Staff	
	Pub.	Full time	Part time	Pub.	Full time	Part time	Pub.	Full time	Part time
9:30									
10:30									
11:30									
12:30									
1:30									
2:30									
3:30									
4:30									
5:30									
6:30									
7:30									
8:30									
Daily Circ.									

APPENDIX III

REFERENCE STUDY FORM, BOSTON PUBLIC LIBRARY

Branch Library _____

REFERENCE					BOOK SELECTION			CATALOG CONSULTED		TELEPHONE
Answered in less than 10 min.	10-30 min.	30 min. or over	Filled	Unfilled	Simple Author Location	Subject List Consultation	Advisory Service Reading List Prepared	Author Title	Subject Search, etc.	Information given on telephone
							Monday, Oct. 15, 1962			
Total T.	T.	T.	T.	T.	T.	T.	T.	T.	T.	T.
							Tuesday			
Total T.	T.	T.	T.	T.	T.	T.	T.	T.	T.	T.
							Wednesday			
Total T.	T.	T.	T.	T.	T.	T.	T.	T.	T.	T.

APPENDIX IV

CIRCULATION ANALYSIS OF BOOKS ISSUED BY TYPE OF CARD ON WHICH BOOKS WERE ISSUED, BOSTON PUBLIC LIBRARY

Branch	ADULT CARDS					
	A		B		C	
	Books	%	Books	%	Books	%
Adams Street	1039	52	1014	43	1184	40
Allston	624	56	716	50	685	51
Bookmobile I	485	40	785	25	701	22
Bookmobile II			553	18		
Bookmobile III						
Brighton	599	47	551	41	683	43
Charlestown	509	59	554	37	565	41
Codman Square	1001	46	1002	35	1119	38
Connolly	599	50	652	38	710	43
Dorchester	385	36	389	28	455	33
East Boston	346	57	399	40	506	36
Egleston Square	822	44	737	31	1067	41
Faneuil	484	54	519	38	530	39
Hyde Park	717	41	837	37	961	38
Jamaica Plain	627	49	569	32	754	40
Lower Mills	402	42	419	37	500	36
Mattapan	914	47	876	35	1068	38
Memorial	206	39	127	15	306	27
Mount Bowdoin	434	44	362	33	377	28
Mount Pleasant	174	32	250	27	247	27
North End	206	37	283	28	178	24
Orient Heights	345	41		film	380	32
Parker Hill	386	50	273	38	364	48
Roslindale	1258	49	1317	44	1354	43
South Boston	996	49	1131	37	1281	43
South End			film blurred			
Uphams Corner	602	38	524	27	540	25
Washington Village	522	44	686	41	770	42
West Roxbury	1547	53	1515	51	1700	46
Central Charging	7098	83	7869	81	9738	85

A = July 25-30, 1960.
B = Jan. 23-28, 1961.
C = Apr. 24-29, 1961. (corrected copy)

APPENDIX IV (continued)

Branch	YOUNG ADULT CARDS					
	A		B		C	
	Books	%	Books	%	Books	%
Adams Street	273	14	266	11	340	12
Allston	152	14	225	16	153	11
Bookmobile I	45	3	35	2	53	2
Bookmobile II			63	3		
Bookmobile III						
Brighton	108	9	192	14	147	9
Charlestown	98	11	223	14	160	12
Codman Square	392	18	431	15	451	15
Connolly	124	10	213	12	141	8
Dorchester	238	22	275	20	301	21
East Boston	88	15	187	20	230	16
Egleston Square	208	11	321	13	229	9
Faneuil	112	12	128	12	100	8
Hyde Park	252	14	332	14	263	10
Jamaica Plain	123	9	240	13	217	11
Lower Mills	64	7	204	18	200	14
Mattapan	261	13	505	19	479	18
Memorial	85	16	179	20	242	22
Mount Bowdoin	222	22	172	15	205	16
Mount Pleasant	100	18	156	16	114	13
North End	145	26	125	12	97	13
Orient Heights	122	14		film	140	12
Parker Hill	127	16	74	10	77	10
Roslindale	462	18	529	18	714	23
South Boston	292	15	480	16	573	18
South End			film blurred			
Uphams Corner	369	22	415	22	376	17
Washington Village	180	15	228	14	236	13
West Roxbury	383	13	430	14	630	17
Central Charging	842	10	1089	11	968	9

A = July 25-30, 1960.
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C = Apr. 24-29, 1961. (corrected copy)

APPENDIX IV (continued)

Branch	CHILDREN'S CARDS					
	A		B		C	
	Books	%	Books	%	Books	%
Adams Street	687	34	1101	46	1401	48
Allston	325	30	475	34	527	38
Bookmobile I	689	57	2348	73	2504	76
Bookmobile II			2380	79		
Bookmobile III						
Brighton	564	44	596	45	767	48
Charlestown	259	30	708	49	646	47
Codman Square	803	36	1424	50	1402	47
Connolly	492	40	858	50	820	49
Dorchester	445	42	745	52	649	46
East Boston	171	28	391	40	660	48
Egleston Square	840	45	1347	56	1325	50
Faneuil	306	34	658	50	718	53
Hyde Park	774	45	1153	49	1348	52
Jamaica Plain	518	42	1040	55	935	49
Lower Mills	485	51	511	45	722	50
Mattapan	746	40	1190	46	1251	44
Memorial	229	45	587	65	578	51
Mount Bowdoin	341	34	596	52	761	56
Mount Pleasant	270	50	542	57	549	60
North End	205	37	621	60	478	63
Orient Heights	392	45		film	660	56
Parker Hill	259	34	384	52	321	42
Roslindale	861	33	1166	38	1075	34
South Boston	720	36	1436	47	1215	39
South End			film blurred			
Uphams Corner	647	40	992	51	1249	58
Washington Village	496	41	771	45	837	45
West Roxbury	991	34	1062	35	1370	37
Central Charging	605	7	764	8	745	6

A = July 25-30, 1960.
B = Jan. 23-28, 1961.
C = Apr. 24-29, 1961. (corrected copy)

APPENDIX IV (continued)

Branch	ADULT CARDS					
	A		B		C	
	Books	%	Books	%	Books	%
Adams Street	1049	40	1293	40	1456	37
Allston	624	53	690	47	684	49
Bookmobiles (2)	1418	30	1816	14	1839	14
Brighton	* 545	41	700	37	811	42
Charlestown	489	53	* 440	27	509	28
Codman Square	966	41	1311	35	1200	30
Connolly	774	50	798	37	867	38
Dorchester	417	34	* 409	25	* 415	30
East Boston	318	39	490	28	432	26
Egleston Square	420	28	935	37	880	31
Faneuil	476	43	582	46	439	30
Hyde Park	714	35	833	33	1023	39
Jamaica Plain	599	46	672	33	769	36
Lower Mills	510	39	629	40	593	34
Mattapan	810	41	1071	36	1116	32
Memorial	* 226	38	212	20	237	25
Mount Bowdoin	376	40	402	30	460	26
Mount Pleasant	184	31	217	26	285	30
North End	225	38	220	24	191	22
Orient Heights	* 379	45	381	44	* 291	37
Parker Hill	358	37	* 496	33	673	44
Roslindale	1951	49	2283	46	2037	38
South Boston	1035	46	1443	40	1273	37
South End	353	55	* 308	42	433	44
Uphams Corner	757	39	737	31	807	30
Washington Village	514	40	616	35	641	34
West Roxbury	1322	51	1379	43	1561	45

*Equivalent week substituted because film blurred.
A = July 22-27, 1962.
B = Jan. 21-26, 1963.
C = Apr. 22-27, 1963.

APPENDIX IV (continued)

Branch	YOUNG ADULT CARDS					
	A		B		C	
	Books	%	Books	%	Books	%
Adams Street	388	15	387	12	378	10
Allston	180	16	233	16	192	13
Bookmobiles (2)	172	4	325	3	248	2
Brighton	* 242	18	231	12	281	14
Charlestown	93	10	* 226	14	227	13
Codman Square	378	16	346	9	403	10
Connolly	193	12	193	9	335	14
Dorchester	246	20	* 261	15	* 259	19
East Boston	161	20	273	16	265	16
Egleston Square	296	20	420	17	437	16
Faneuil	106	9	109	8	122	8
Hyde Park	216	10	263	11	250	9
Jamaica Plain	125	10	154	8	247	11
Lower Mills	140	11	150	10	83	5
Mattapan	455	23	571	19	580	16
Memorial	* 107	18	313	30	224	24
Mount Bowdoin	172	18	277	24	197	12
Mount Pleasant	106	18	121	14	104	11
North End	109	19	105	11	181	20
Orient Heights	* 85	10	85	10	* 100	13
Parker Hill	165	17	* 174	12	168	11
Roslindale	574	14	726	14	990	19
South Boston	316	14	342	10	654	20
South End	36	6	* 35	5	72	7
Uphams Corner	394	20	354	15	474	18
Washington Village	222	18	273	15	315	16
West Roxbury	296	11	472	15	373	11

*Equivalent week substituted because film blurred.
A = July 22-27, 1962.
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C = Apr. 22-27, 1963.

APPENDIX IV (continued)

Branch	CHILDREN'S CARDS					
	A		B		C	
	Books	%	Books	%	Books	%
Adams Street	1172	45	1568	48	2056	53
Allston	366	31	540	37	529	38
Bookmobiles (2)	3089	66	10806	83	11015	84
Brighton	* 552	41	961	51	847	44
Charlestown	340	37	* 970	59	1053	59
Codman Square	1025	43	2111	56	2324	60
Connolly	586	38	1146	54	1126	48
Dorchester	551	46	* 996	60	* 705	51
East Boston	338	41	980	56	962	58
Egleston Square	771	52	1175	46	1484	53
Faneuil	538	48	587	46	925	62
Hyde Park	1116	55	1381	56	1389	52
Jamaica Plain	561	44	1198	59	1135	53
Lower Mills	632	50	788	50	1095	61
Mattapan	710	36	1353	45	1852	52
Memorial	* 260	44	527	50	473	51
Mount Bowdoin	394	42	549	46	1056	62
Mount Pleasant	300	51	513	60	553	59
North End	260	43	597	65	512	58
Orient Heights	* 379	45	401	46	* 391	50
Parker Hill	440	46	* 810	55	675	45
Roslindale	1500	37	1991	40	2298	43
South Boston	874	40	1874	50	1470	43
South End	252	39	* 395	53	480	49
Uphams Corner	808	41	1258	54	1398	52
Washington Village	537	42	868	50	937	50
West Roxbury	973	38	1315	42	1550	44

*Equivalent week substituted because film blurred.
A = July 22-27, 1962.
B = Jan. 21-26, 1963.
C = Apr. 22-27, 1963.

APPENDIX V

MEAN AVERAGES OF PUBLIC ATTENDANCE AND STAFF ATTENDANCE IN BRANCHES ON THE HALF HOUR, OCTOBER 15-31, 1962, BY DAYS OF THE WEEK AND HOURS OF THE DAY

	Monday[a]					
	9:30		10:30		11:30	
Branch Library	Public	Staff	Public	Staff	Public	Staff
Adams Street		3.0		3.3		3.3
Allston		2.7		2.7		2.7
Brighton		1.7		2.0		2.0
Charlestown	23.3	0.7	23.3	1.0		1.0
Codman Square		2.3		2.7		2.7
Connolly		2.3		2.3		2.3
Dorchester		2.0		2.0		1.7
East Boston[b]		2.0		2.0		2.0
Egleston Square		1.7		2.0		2.0
Faneuil		2.0		2.0		1.7
Hyde Park		2.3		2.3		2.3
Jamaica Plain		3.0		3.0		3.0
Lower Mills		1.0		1.0		1.0
Mattapan		3.0	23.7	3.0	25.7	3.0
Memorial	2.7	2.7	3.0	2.7	2.0	2.7
Mount Bowdoin		1.3		3.0		3.0
Mount Pleasant						
North End		0.7		2.0		2.0
Orient Heights						
Parker Hill						
Roslindale		3.7		3.7		3.7
South Boston		2.7		2.7		2.7
South End		0.3		2.0		2.0
Uphams Corner		2.3		2.3		2.3
Washington Village		1.3		1.7		1.7
West Roxbury		3.0		2.7		3.0
Mean Averages		1.8[c]		2.1[c]		2.0[c]

	Monday[a]					
	12:30		1:30		2:30	
Branch Library	Public	Staff	Public	Staff	Public	Staff
Adams Street		5.3	9.3	4.0	16.3	6.7
Allston		2.7	12.3	3.7	12.7	5.0
Brighton		1.0	5.7	3.0	7.7	4.3
Charlestown		0.7	2.3	3.3	19.0	5.7
Codman Square		2.0	24.3	4.0	26.7	9.3
Connolly		2.3	3.0	2.3	10.7	4.3
Dorchester		1.3	15.3	3.7	38.3	5.3
East Boston[b]		2.0	3.5	2.0	38.0	4.0
Egleston Square		2.0	11.0	3.7	43.7	6.7
Faneuil		2.0	2.7	3.0	9.0	5.0

APPENDIX V (continued)

Branch Library	Monday[a] 12:30 Public	12:30 Staff	1:30 Public	1:30 Staff	2:30 Public	2:30 Staff
Hyde Park		1.7	7.7	2.7	46.0	5.3
Jamaica Plain			8.3	3.7	13.3	5.0
Lower Mills		0.7	2.3	4.0	18.7	4.3
Mattapan	8.0	3.7	23.3	3.7	44.7	6.7
Memorial	3.0	1.0	3.0	2.0	17.3	3.7
Mount Bowdoin		2.3	4.0	2.3	14.3	5.7
Mount Pleasant			4.0	2.3	5.3	2.7
North End		1.3	12.0	2.0	30.0	4.0
Orient Heights			18.0	2.7	27.0	2.7
Parker Hill	1.7	1.7	10.7	4.7	26.7	5.0
Roslindale		1.0	20.0	7.0	42.0	8.0
South Boston			12.0	6.0	21.3	6.3
South End		2.0	27.7	2.0	31.0	4.3
Uphams Corner		1.0	9.7	4.7	18.3	6.7
Washington Village		2.3	5.0	4.3	14.3	5.0
West Roxbury		0.7	5.0	6.0	18.3	6.7
Mean Averages		1.6[c]	10.1	3.6	23.5	5.3

Branch Library	Monday[a] 3:30 Public	3:30 Staff	4:30 Public	4:30 Staff	5:30 Public	5:30 Staff
Adams Street	46.3	10.0	59.0	10.0	15.7	7.0
Allston	31.0	6.0	25.3	6.0	11.3	4.0
Brighton	43.7	5.7	28.3	7.0	11.0	4.0
Charlestown	78.3	7.0	76.7	6.7	31.3	4.7
Codman Square	81.3	10.0	77.7	8.0	15.3	5.0
Connolly	54.7	7.3	49.7	7.3	7.3	4.7
Dorchester	79.7	6.0	80.0	6.7	19.0	4.0
East Boston[b]	88.0	7.0	50.5	7.0	10.5	4.0
Egleston Square	97.7	9.7	107.3	9.7	37.7	5.0
Faneuil	58.0	5.7	35.7	6.7	7.7	4.0
Hyde Park	56.3	5.3	37.3	5.7	12.0	4.3
Jamaica Plain	36.3	7.7	31.0	7.7	13.0	4.7
Lower Mills	51.0	6.7	21.7	6.7	6.0	5.3
Mattapan	110.0	10.0	102.3	10.3	34.3	6.0
Memorial	56.3	6.7	39.0	6.7	10.3	5.7
Mount Bowdoin	55.7	7.3	30.7	7.0	17.7	4.0
Mount Pleasant	41.7	5.0	36.0	5.0	13.7	3.7
North End	53.0	5.0	38.3	6.0	16.3	4.0
Orient Heights	28.3	4.3	19.7	5.0	6.3	3.0
Parker Hill	62.7	6.3	45.3	6.3	20.0	4.0
Roslindale	129.7	9.0	58.7	9.3	17.7	7.7
South Boston	117.3	9.0	87.0	9.0	25.7	4.7
South End	59.0	7.0	85.3	7.0	40.0	4.3
Uphams Corner	59.0	10.7	65.3	11.0	22.0	6.3
Washington Village	72.0	6.0	63.7	4.7	22.3	4.3
West Roxbury	62.0	8.0	58.3	8.7	13.3	4.3
Mean Averages	65.7	6.9	54.2	7.4	17.6	4.7

APPENDIX V (continued)

Branch Library	Monday[a] 6:30 Public	6:30 Staff	7:30 Public	7:30 Staff	8:30 Public	8:30 Staff
Adams Street	22.3	6.7	57.0	7.0	20.7	7.0
Allston	5.7	3.7	9.0	4.0	5.3	4.0
Brighton	4.0	3.0	7.3	2.7	6.3	2.7
Charlestown	19.7	3.0	45.7	5.0	27.3	4.7
Codman Square	17.3	4.0	27.0	4.3	13.3	4.3
Connolly	11.7	3.0	25.0	3.0	15.3	3.0
Dorchester	16.0	2.0	23.7	3.0	19.3	3.0
East Boston[b]	14.5	4.0	14.5	4.0	10.5	4.0
Egleston Square	44.0	4.7	58.3	5.3	41.3	5.3
Faneuil	9.3	3.0	15.3	4.0	9.3	4.0
Hyde Park	17.0	3.3	31.3	4.0	23.3	4.0
Jamaica Plain	15.0	3.0	21.3	3.0	9.7	3.0
Lower Mills	11.3	3.7	19.0	4.0	17.7	4.0
Mattapan	23.7	5.0	49.7	5.3	47.3	5.3
Memorial						
Mount Bowdoin	10.7	3.0	9.7	4.0	12.0	4.0
Mount Pleasant	7.7	2.7	7.3	3.7	3.1	3.7
North End	16.7	2.3	28.3	3.0	17.3	3.0
Orient Heights	5.0	2.7	6.7	2.7	5.7	2.7
Parker Hill	25.7	4.0	24.7	4.7	25.0	4.7
Roslindale	31.0	7.7	55.0	7.3	53.7	7.3
South Boston	75.0	5.7	124.3	6.7	81.3	6.7
South End	24.3	2.0	15.0	2.0	10.7	2.0
Uphams Corner	14.0	4.0	18.7	4.3	15.7	4.3
Washington Village	34.7	4.3	32.7	4.7	10.3	4.7
West Roxbury	20.3	4.0	33.3	5.3	24.0	5.0
Mean Averages	19.9	3.8	30.4	4.3	21.0	4.3

Branch Library	Tuesday[d] 9:30 Public	9:30 Staff	10:30 Public	10:30 Staff	11:30 Public	11:30 Staff
Adams Street	1.3	2.3	2.7	3.0	5.0	3.0
Allston	2.0	4.0	4.0	4.0	2.7	3.7
Brighton	1.7	3.0	69.3	3.0	1.3	3.0
Charlestown	11.7	1.3	1.3	1.7	1.7	1.7
Codman Square	2.0	1.3	4.3	2.7	5.7	2.7
Connolly	1.7	2.7	2.3	3.0	6.3	3.0
Dorchester	3.0	3.3	3.3	4.3	5.7	4.7
East Boston[e]	0.5	2.0	3.0	2.0	2.0	2.0
Egleston Square	24.3	3.3	31.7	4.0	30.7	4.0
Faneuil	1.7	3.7	8.7	4.7	0.7	4.7
Hyde Park	2.7	2.0	3.7	2.3	7.3	2.3
Jamaica Plain	3.0	3.0	4.3	3.0	3.0	3.0
Lower Mills	1.7	2.3	2.7	2.0	2.0	3.0
Mattapan	6.3	3.0	4.7	3.0	11.3	3.0
Memorial	2.7	2.0	2.7	2.0	2.0	2.0
Mount Bowdoin	2.0	2.7	2.3	3.7	3.3	3.7
Mount Pleasant	0.7	1.7	1.0	2.7	7.3	2.7
North End	3.7	2.3	4.7	3.0	7.3	3.0

APPENDIX V (continued)

Branch Library	Tuesday[d] 9:30 Public	9:30 Staff	10:30 Public	10:30 Staff	11:30 Public	11:30 Staff
Orient Heights	2.0	1.3	4.0	2.3	1.7	2.3
Parker Hill	3.0	2.3	4.7	2.3	6.0	2.3
Roslindale	3.3	3.3	9.3	3.3	8.0	3.7
South Boston	3.0	3.3	43.0	3.3	4.0	3.3
South End	13.7	2.3	14.0	4.3	20.3	4.3
Uphams Corner	3.0	4.0	34.3	4.0	19.7	4.7
Washington Village	3.0	3.0	38.3	3.0	4.3	3.0
West Roxbury	6.7	2.3	6.7	2.3	7.0	2.3
Mean Averages	4.2	2.6	12.0	3.0	6.8	3.1

Branch Library	Tuesday[d] 12:30 Public	12:30 Staff	1:30 Public	1:30 Staff	2:30 Public	2:30 Staff
Adams Street	4.0	4.0	7.7	3.7	12.3	6.7
Allston	5.3	2.0	7.0	1.7	8.3	4.3
Brighton	2.0	2.0	5.7	3.0	13.3	5.0
Charlestown	1.3	1.0	12.0	2.0	15.7	4.0
Codman Square	4.3	2.7	11.3	3.7	28.0	6.0
Connolly	7.0	3.0	8.7	2.3	17.0	5.7
Dorchester	7.0	2.3	18.7	3.3	47.3	6.7
East Boston[e]	4.0	2.0	2.5	2.0	25.0	4.0
Egleston Square	19.7	4.0	35.3	2.7	78.3	7.0
Faneuil	0.7	2.7	1.7	2.0	3.0	5.0
Hyde Park	2.7	3.0	5.3	2.3	50.7	5.0
Jamaica Plain	4.0	2.3	6.3	2.0	5.3	5.0
Lower Mills	2.7	2.0	2.7	2.0	18.7	4.0
Mattapan	7.0	3.0	21.0	3.0	19.0	6.0
Memorial	2.3	1.0	2.0	1.7	16.0	4.0
Mount Bowdoin	3.3	2.3	4.0	1.7	9.3	4.7
Mount Pleasant	1.7	1.7	1.3	1.0	6.3	3.0
North End	9.7	2.0	32.3	2.7	54.7	5.0
Orient Heights	2.7	1.0	3.0	1.7	19.0	2.7
Parker Hill	6.7	2.3	9.7	3.3	36.7	5.7
Roslindale	15.3	5.0	10.0	4.3	20.3	7.0
South Boston	8.0	3.3	10.0	2.7	18.7	6.0
South End	30.7	1.7	26.0	2.3	28.7	4.7
Uphams Corner	15.0	3.7	22.7	5.0	32.0	6.0
Washington Village	4.3	2.0	7.0	3.0	10.0	4.7
West Roxbury	5.7	3.3	9.7	3.3	47.0	6.0
Mean Averages	6.8	2.5	10.9	2.6	24.6	5.2

APPENDIX V (continued)

Branch Library	Tuesday[d] 3:30 Public	3:30 Staff	4:30 Public	4:30 Staff	5:30 Public	5:30 Staff
Adams Street	41.3	9.0	46.0	9.3	12.0	7.7
Allston	27.7	6.3	23.3	6.3	8.7	4.3
Brighton	41.3	7.3	23.7	7.3	6.3	5.3
Charlestown	71.3	5.3	71.3	6.3	30.7	5.7
Codman Square	87.7	9.7	54.3	9.3	16.0	4.3
Connolly	48.7	8.0	30.3	8.3	9.7	5.0
Dorchester	64.7	8.0	51.0	8.7	12.3	6.7
East Boston[e]	64.5	8.0	35.5	8.0	11.0	5.0
Egleston Square	91.3	10.0	142.3	10.0	38.0	5.0
Faneuil	60.7	7.7	35.7	8.7	4.3	5.7
Hyde Park	63.0	6.7	36.3	7.0	6.7	4.3
Jamaica Plain	24.7	7.7	27.7	7.0	5.7	4.7
Lower Mills	52.3	6.3	24.3	7.3	10.7	4.7
Mattapan	141.3	9.3	77.0	9.3	44.3	5.3
Memorial	67.3	7.0	48.3	7.0	10.0	6.0
Mount Bowdoin	39.3	7.7	20.7	7.7	6.0	4.7
Mount Pleasant	35.0	5.3	23.3	4.3	5.7	4.0
North End	77.0	6.3	38.7	6.3	25.0	3.0
Orient Heights	38.3	4.0	14.7	4.0	6.3	2.0
Parker Hill	101.0	6.0	44.7	6.3	21.3	4.3
Roslindale	106.0	10.0	67.3	8.3	22.0	8.3
South Boston	106.0	9.0	112.0	9.0	23.3	5.0
South End	63.0	7.0	50.0	7.0	37.0	4.0
Uphams Corner	57.0	10.3	69.3	10.0	17.7	5.0
Washington Village	60.7	7.0	58.3	7.7	19.7	6.7
West Roxbury	46.7	7.3	40.3	7.7	16.0	4.3
Mean Averages	64.5	7.5	48.7	7.6	16.4	5.0

Branch Library	Tuesday[d] 6:30 Public	6:30 Staff	7:30 Public	7:30 Staff	8:30 Public	8:30 Staff
Adams Street	16.3	6.0	37.3	5.7	23.0	5.7
Allston						
Brighton	7.7	3.7	8.0	2.7	8.7	2.7
Charlestown	22.7	2.0	39.7	4.3	25.0	4.0
Codman Square	14.3	5.3	24.7	5.3	10.7	5.0
Connolly	11.3	3.0	18.7	3.0	10.7	3.0
Dorchester						
East Boston[e]	12.5	3.0	18.0	3.0	7.5	3.0
Egleston Square	31.3	4.7	36.3	4.7	27.7	4.7
Faneuil						
Hyde Park	14.7	3.0	23.7	3.0	22.3	3.0
Jamaica Plain	4.7	3.0	19.3	3.0	12.0	3.0
Lower Mills						
Mattapan	24.7	4.7	39.3	5.3	31.3	5.3
Memorial						
Mount Bowdoin						
Mount Pleasant						
North End	17.0	2.0	32.3	3.0	21.0	3.0
Orient Heights						

APPENDIX V (continued)

Branch Library	Tuesday[d] 6:30 Public	6:30 Staff	7:30 Public	7:30 Staff	8:30 Public	8:30 Staff
Parker Hill	16.7	4.7	23.3	4.7	17.3	4.7
Roslindale	35.3	6.3	38.7	6.0	36.7	6.3
South Boston	60.0	5.0	68.7	6.0	29.7	6.0
South End						
Uphams Corner	5.3	3.0	15.7	3.0	13.0	3.0
Washington Village	37.7	5.0	38.0	4.7	9.3	4.7
West Roxbury	11.7	4.0	24.7	4.3	26.3	4.3
Mean Averages	20.2	4.0	29.8	4.2	19.5	4.2

Branch Library	Wednesday[f] 9:30 Public	9:30 Staff	10:30 Public	10:30 Staff	11:30 Public	11:30 Staff
Adams Street	47.7	3.7	32.7	3.7	47.0	3.7
Allston	2.3	4.0	4.7	3.7	6.0	3.7
Brighton	2.0	2.0	2.0	2.3	3.7	2.3
Charlestown	0.3	1.3	1.3	1.3		2.0
Codman Square	1.7	2.0	6.0	2.7	4.7	3.3
Connolly	3.3	2.3	3.3	3.3	7.0	3.3
Dorchester	2.3	3.3	3.7	4.0	6.3	3.7
East Boston[g]		2.0	4.0	2.0	3.5	2.0
Egleston Square	2.7	2.0	8.0	3.0	11.0	3.0
Faneuil	2.0	3.3	2.3	4.3	2.0	4.3
Hyde Park	2.0	2.0	4.0	2.0	2.3	2.0
Jamaica Plain	2.3	2.7	28.7	2.7	3.3	2.7
Lower Mills	1.3	4.0	4.0	4.0	5.0	4.0
Mattapan	5.0	2.7	9.0	2.7	12.3	2.7
Memorial	5.7	3.0	4.0	2.7	3.0	2.7
Mount Bowdoin	1.0	3.7	1.3	3.7	2.7	4.0
Mount Pleasant	0.3	2.0	1.3	2.7	2.3	3.0
North End	3.0	2.0	15.0	2.7	3.0	2.7
Orient Heights	2.7	1.7	9.3	2.3	4.0	2.7
Parker Hill	2.0	2.7	18.0	2.7	22.7	3.7
Roslindale	3.7	3.7	14.7	3.3	11.0	3.7
South Boston	3.7	3.7	20.0	3.7	20.7	3.7
South End	16.3	3.3	14.0	5.0	15.7	4.3
Uphams Corner	2.3	3.3	4.3	3.3	5.0	3.7
Washington Village	1.0	2.0	2.7	2.0	3.0	2.0
West Roxbury	2.3	3.0	3.0	3.0	4.7	3.0
Mean Averages	4.6	2.7	8.5	3.0	8.2	3.2

APPENDIX V (continued)

Branch Library	Wednesday[f] 12:30 Public	12:30 Staff	1:30 Public	1:30 Staff	2:30 Public	2:30 Staff
Adams Street	3.3	4.7	5.7	4.0	8.7	7.3
Allston	5.0	3.0	4.7	2.0	9.0	4.0
Brighton	2.0	2.3	1.3	2.3	8.7	4.0
Charlestown	1.0	2.3	12.7	1.3	21.7	5.3
Codman Square	4.7	3.0	5.0	4.3	25.7	9.0
Connolly	7.0	4.0	6.7	2.0	15.3	5.7
Dorchester	11.0	2.3	16.3	3.3	76.7	5.3
East Boston[g]	1.0	2.0	3.5	2.0	30.5	4.0
Egleston Square	12.0	2.7	13.0	3.0	37.7	5.7
Faneuil	1.0	2.0	4.0	2.7	4.3	4.7
Hyde Park	3.0	2.0	4.3	3.0	51.0	4.7
Jamaica Plain	5.0	2.0	5.7	2.7	8.0	4.3
Lower Mills	2.0	3.0	3.7	2.7	12.3	4.0
Mattapan	8.7	3.0	15.7	3.3	25.0	6.3
Memorial	5.0	1.0	5.0	1.7	17.0	4.7
Mount Bowdoin	2.3	2.7	3.3	2.0	9.0	6.0
Mount Pleasant	1.0	2.0	1.0	1.0	6.3	3.0
North End	6.3	2.7	5.0	2.0	31.0	4.7
Orient Heights	2.7	1.0	5.0	1.7	10.0	2.7
Parker Hill	4.0	2.7	10.3	3.3	33.0	6.0
Roslindale	12.3	4.0	9.3	3.7	29.0	7.7
South Boston	10.0	3.7	14.7	2.7	21.7	5.7
South End	28.7	2.3	28.7	2.7	29.0	5.0
Uphams Corner	6.3	3.0	6.0	5.3	12.7	7.0
Washington Village	3.3	3.3	3.7	4.0	12.7	5.7
West Roxbury	2.7	3.3	6.0	3.0	16.7	6.3
Mean Averages	5.7	2.7	7.7	2.8	21.6	5.3

Branch Library	Wednesday[f] 3:30 Public	3:30 Staff	4:30 Public	4:30 Staff	5:30 Public	5:30 Staff
Adams Street	37.3	10.3	40.3	10.3	17.7	6.7
Allston	25.7	5.3	23.7	5.0	7.3	3.0
Brighton	37.3	6.3	26.0	7.0	8.7	5.3
Charlestown	74.0	7.0	61.7	6.3	23.3	5.0
Codman Square	67.0	10.0	52.7	8.7	7.7	3.0
Connolly	52.3	7.3	47.7	7.7	9.7	4.3
Dorchester	99.3	7.3	25.7	8.0	14.0	4.3
East Boston[g]	77.0	7.0	45.0	7.0	11.0	4.0
Egleston Square	89.0	8.7	135.0	9.7	35.0	5.7
Faneuil	54.0	7.3	36.0	8.3	7.7	6.7
Hyde Park	50.3	6.7	28.3	7.0	5.7	4.3
Jamaica Plain	43.3	8.3	31.3	8.3	11.3	5.3
Lower Mills	45.0	7.0	18.3	6.3	11.0	5.0
Mattapan	184.3	9.3	69.7	9.3	31.0	5.7
Memorial	68.0	6.3	55.0	6.7	15.0	6.3
Mount Bowdoin	30.7	9.0	35.7	9.0	7.7	4.7
Mount Pleasant	19.7	5.3	24.7	5.0	11.0	3.7
North End	63.7	5.7	41.0	5.7	19.0	2.7
Orient Heights	34.0	4.3	16.0	5.3	7.7	3.0

APPENDIX V (continued)

Branch Library	Wednesday[f] 3:30 Public	3:30 Staff	4:30 Public	4:30 Staff	5:30 Public	5:30 Staff
Parker Hill	54.7	7.3	42.3	7.3	8.0	3.3
Roslindale	114.3	8.3	78.3	7.0	23.3	8.3
South Boston	98.7	8.7	75.3	8.7	30.0	5.0
South End	61.0	6.7	65.3	6.7	35.7	3.7
Uphams Corner	61.0	10.0	68.7	9.7	12.0	5.7
Washington Village	43.7	6.7	53.0	5.0	12.7	3.3
West Roxbury	60.0	8.0	34.0	8.7	11.0	4.3
Mean Averages	63.3	7.5	47.3	7.5	15.2	4.7

Branch Library	Wednesday[f] 6:30 Public	6:30 Staff	7:30 Public	7:30 Staff	8:30 Public	8:30 Staff
Adams Street	12.3	6.7	30.7	6.0	16.3	6.0
Allston						
Brighton	6.0	2.3	8.0	3.3	4.7	3.0
Charlestown	11.3	2.7	22.7	3.7	12.0	3.7
Codman Square	8.0	3.3	14.7	4.3	12.3	4.3
Connolly	10.8	3.7	16.3	3.7	9.7	3.7
Dorchester						
East Boston[g]	11.0	3.0	16.5	3.0	10.5	3.0
Egleston Square	18.7	5.0	27.0	5.0	25.7	5.0
Faneuil						
Hyde Park	16.0	2.7	25.3	3.0	21.3	3.0
Jamaica Plain	7.3	3.0	16.7	3.0	9.3	3.0
Lower Mills						
Mattapan	25.7	5.0	34.3	5.3	32.7	5.3
Memorial						
Mount Bowdoin						
Mount Pleasant						
North End	18.3	2.0	21.3	3.0	19.0	3.0
Orient Heights						
Parker Hill	14.0	3.3	17.3	3.7	13.0	3.7
Roslindale	22.7	6.7	39.7	6.5	35.3	6.0
South Boston	42.0	4.0	52.0	5.3	20.7	5.3
South End						
Uphams Corner	6.7	4.0	13.7	4.3	15.3	4.3
Washington Village	14.0	4.3	29.0	4.7	13.3	4.7
West Roxbury	6.7	3.7	19.3	4.3	20.3	4.3
Mean Averages	14.8	3.8	23.8	4.3	17.1	4.2

Branch Library	Thursday[h] 9:30 Public	9:30 Staff	10:30 Public	10:30 Staff	11:30 Public	11:30 Staff
Adams Street		1.5		2.5		2.5
Allston[i]		1.7		1.7		1.7
Brighton[k]		2.0		2.0		2.0
Charlestown		1.0	15.5	1.0		0.5

APPENDIX V (continued)

Branch Library	Thursday[h] 9:30 Public	9:30 Staff	10:30 Public	10:30 Staff	11:30 Public	11:30 Staff
Codman Square		1.5		1.5		2.0
Connolly		2.5		2.5		2.5
Dorchester[l]		1.5		1.5		1.5
East Boston		2.0		2.0		2.0
Egleston Square				0.5		0.5
Faneuil		1.0		1.5		2.0
Hyde Park		1.5		1.5		1.5
Jamaica Plain		2.0		2.0		2.0
Lower Mills		0.5		0.5		0.5
Mattapan		2.0		2.0		2.0
Memorial	1.5	2.0	1.5	3.0	5.0	3.0
Mount Bowdoin[i]		1.3		1.3		1.3
Mount Pleasant						
North End		2.0		3.0		3.0
Orient Heights						
Parker Hill						
Roslindale	15.5	3.0	15.5	3.0		3.0
South Boston		4.0		4.5		4.5
South End[i]		0.7		1.7		1.7
Uphams Corner		1.5		1.5		1.5
Washington Village		2.0		2.5		2.0
West Roxbury		0.5		0.5		0.5
Mean Averages		1.4[j]		1.6[j]		1.6[j]

Branch Library	Thursday[h] 12:30 Public	12:30 Staff	1:30 Public	1:30 Staff	2:30 Public	2:30 Staff
Adams Street		2.5	8.0	3.0	19.0	7.5
Allston[i]		2.0	13.0	2.0	11.3	5.3
Brighton[k]		1.0	12.0	3.5	25.0	4.5
Charlestown			12.0	3.0	15.0	3.5
Codman Square		1.5	12.0	2.5	27.0	5.5
Connolly		2.0	5.0	2.0	19.5	5.0
Dorchester[l]		1.5	4.5	3.5	57.5	5.5
East Boston		2.0	2.0	2.0	23.5	4.0
Egleston Square		1.0	28.0	2.5	16.5	5.0
Faneuil		1.0	1.5	2.0	4.5	3.5
Hyde Park		1.5	4.5	2.5	54.0	4.5
Jamaica Plain			4.5	3.5	9.5	4.5
Lower Mills		0.5	4.0	2.0	13.5	3.5
Mattapan		2.0	14.0	3.0	63.0	5.5
Memorial	5.0	1.0	3.0	2.5	12.0	5.5
Mount Bowdoin[i]		1.3	3.7	2.0	11.3	5.7
Mount Pleasant			1.0	2.5	7.0	2.5
North End		2.5	13.0	2.5	40.5	5.5
Orient Heights			4.0	3.0	12.5	3.5
Parker Hill			10.5	4.0	42.0	6.0
Roslindale		1.0	13.0	5.0	44.0	8.0
South Boston		1.0	21.5	4.5	51.0	6.5

APPENDIX V (continued)

Branch Library	Thursday[h] 12:30 Public	12:30 Staff	1:30 Public	1:30 Staff	2:30 Public	2:30 Staff
South End[i]		1.0	26.3	3.3	32.0	4.3
Uphams Corner		0.5	10.5	4.5	12.5	6.5
Washington Village		0.5	21.5	3.5	29.5	5.5
West Roxbury			7.0	4.0	21.0	4.5
Mean Averages		1.1[j]	10.0	3.0	25.9	5.1

Branch Library	Thursday[h] 3:30 Public	3:30 Staff	4:30 Public	4:30 Staff	5:30 Public	5:30 Staff
Adams Street	40.0	9.0	44.5	10.0	13.5	6.0
Allston[i]	27.0	6.0	12.3	6.0	6.7	2.7
Brighton[k]	38.5	5.0	27.0	6.0	6.5	3.5
Charlestown	210.5	4.5	88.0	6.0	14.0	3.5
Codman Square	94.0	7.5	50.0	8.0	13.5	3.5
Connolly	53.0	8.0	38.0	8.0	4.0	5.0
Dorchester[l]	77.0	7.0	44.0	7.5	21.5	3.5
East Boston	73.0	7.0	37.0	7.0	9.5	4.0
Egleston Square	137.5	7.5	127.5	8.0	57.5	4.5
Faneuil	45.0	6.5	33.0	7.0	7.5	4.0
Hyde Park	132.5	6.0	34.5	6.0	6.0	5.5
Jamaica Plain	25.5	7.5	23.5	7.5	7.5	4.5
Lower Mills	87.0	5.5	18.5	6.0	4.5	4.5
Mattapan	101.0	8.5	63.0	8.5	51.5	5.0
Memorial	81.0	7.0	89.0	7.0	16.0	6.0
Mount Bowdoin[i]	38.0	7.0	25.0	7.0	5.3	4.0
Mount Pleasant	22.0	4.5	21.0	4.5	8.0	3.0
North End	72.0	6.0	45.5	6.0	17.5	3.0
Orient Heights	30.0	5.0	15.5	5.0	5.5	2.0
Parker Hill	58.0	6.0	49.5	6.5	8.5	2.0
Roslindale	81.5	7.0	66.5	7.5	16.0	7.5
South Boston	130.0	8.5	85.0	8.5	33.5	4.0
South End[i]	83.3	6.3	67.0	6.7	49.3	3.3
Uphams Corner	59.5	10.5	61.5	10.5	16.5	5.5
Washington Village	59.0	6.0	44.5	6.0	17.5	6.0
West Roxbury	41.0	6.0	37.0	6.5	12.5	4.0
Mean Averages	73.0	6.7	48.0	7.0	16.5	4.2

Branch Library	Thursday[h] 6:30 Public	6:30 Staff	7:30 Public	7:30 Staff	8:30 Public	8:30 Staff
Adams Street	14.0	5.5	45.0	5.0	35.0	5.0
Allston[i]	7.7	3.0	9.0	3.0	6.7	3.0
Brighton[k]	5.0	3.0	5.0	3.5	4.5	3.0
Charlestown	19.0	2.5	40.0	3.5	22.0	3.5
Codman Square	10.0	5.0	18.5	5.0	18.0	5.0
Connolly	13.0	3.0	13.0	3.0	8.0	3.0
Dorchester[l]	18.0	3.0	32.0	3.0	20.0	3.0

APPENDIX V (continued)

Branch Library	Thursday[h] 6:30 Public	6:30 Staff	7:30 Public	7:30 Staff	8:30 Public	8:30 Staff
East Boston	10.0	3.0	20.0	3.0	13.5	3.0
Egleston Square	26.0	5.5	51.5	5.5	26.5	5.5
Faneuil	8.0	3.5	16.0	3.5	8.0	3.5
Hyde Park	10.0	3.5	37.5	4.0	23.0	4.0
Jamaica Plain	13.5	4.0	17.5	4.5	36.0	4.5
Lower Mills	11.5	3.0	30.5	3.5	16.5	3.5
Mattapan	29.5	4.0	44.5	5.0	27.0	5.0
Memorial						
Mount Bowdoin	10.7	3.3	11.3	4.7	5.0	4.7
Mount Pleasant	7.0	2.0	10.5	3.0	6.5	3.0
North End	26.0	2.0	28.5	3.0	17.5	3.0
Orient Heights	6.5	3.0	15.5	3.0	5.5	3.0
Parker Hill	22.0	4.0	29.0	5.0	13.0	5.0
Roslindale	18.5	6.0	43.5	6.0	32.0	6.0
South Boston	42.5	4.0	68.0	5.0	37.5	5.0
South End[i]	26.0	2.3	19.0	2.3	9.3	2.3
Uphams Corner	9.0	3.0	20.0	3.0	24.0	3.0
Washington Village	38.5	5.5	34.5	5.0	14.0	5.0
West Roxbury	10.0	2.5	42.0	4.0	22.0	4.5
Mean Averages	16.5	3.6	28.1	4.0	18.0	4.0

Branch Library	Friday[m] 9:30 Public	9:30 Staff	10:30 Public	10:30 Staff	11:30 Public	11:30 Staff
Adams Street	2.0	4.5	3.0	5.5	4.5	5.5
Allston[n]	2.0	1.7	3.0	2.7	5.0	2.7
Brighton[o]	0.5	2.5	1.0	3.5	0.5	3.5
Charlestown	2.5	2.0	3.5	3.5	0.5	3.0
Codman Square	1.5	3.0	4.5	5.0	2.0	5.0
Connolly	6.5	3.0	13.5	4.5	6.5	4.5
Dorchester	3.0	5.0	29.5	5.0	5.0	4.0
East Boston	1.5	2.0	4.0	3.0	2.0	3.0
Egleston Square	3.5	5.0	24.0	5.0	43.0	5.5
Faneuil	1.0	2.5	1.0	4.0	5.0	4.0
Hyde Park	1.0	2.5	10.5	3.5	1.5	3.5
Jamaica Plain	2.0	3.0	53.5	3.5	3.0	3.5
Lower Mills	1.5	2.0	2.0	2.0	1.0	2.0
Mattapan	4.5	4.0	8.5	4.0	10.5	4.0
Memorial	19.0	3.0	23.0	3.0	22.5	3.0
Mount Bowdoin[n]	1.7	2.3	1.3	3.0	1.0	3.3
Mount Pleasant	0.5	2.0	1.5	2.0	2.5	2.0
North End	4.5	2.5	5.0	4.5	6.0	4.5
Orient Heights	1.0	1.5	1.5	2.5	1.0	2.5
Parker Hill	3.0	3.5	5.5	3.5	7.0	4.0
Roslindale	4.5	5.5	15.0	5.5	10.0	6.5
South Boston	2.5	5.5	93.0	6.5	93.5	6.5
South End[n]	14.0	2.7	27.0	3.7	11.3	3.0
Uphams Corner	2.0	4.5	10.5	5.0	15.0	5.0
Washington Village		2.5	2.0	2.5	2.5	2.5
West Roxbury	1.5	5.5	24.5	5.5	9.5	5.5
Mean Averages	3.4	3.2	14.3	3.9	10.5	3.9

APPENDIX V (continued)

Branch Library	Friday[m] 12:30 Public	12:30 Staff	1:30 Public	1:30 Staff	2:30 Public	2:30 Staff
Adams Street	3.5	2.5	4.0	3.0	9.0	5.5
Allston[n]	3.7	1.3	6.3	1.7	8.3	3.0
Brighton[o]	0.5	1.5	1.5	2.0	1.0	3.0
Charlestown	1.0	1.5	3.5	2.0	6.5	3.0
Codman Square	3.0	3.0	6.5	3.5	10.0	6.5
Connolly	8.0	2.5	4.0	2.0	19.5	4.5
Dorchester	5.0	3.0	4.5	3.5	52.5	7.7
East Boston	5.0	1.0	5.0	2.0	22.5	3.0
Egleston Square	26.5	3.0	25.5	2.5	14.0	4.5
Faneuil	0.5	2.5	0.5	2.0	3.5	4.5
Hyde Park	2.0	1.5	9.5	2.0	41.5	3.5
Jamaica Plain	1.5	3.0	54.0	2.5	7.5	3.5
Lower Mills	3.5	1.0	5.0	2.0	8.0	3.0
Mattapan	11.0	2.0	7.5	2.0	18.0	4.0
Memorial	4.0	1.0	4.5	2.0	16.5	5.0
Mount Bowdoin[n]	1.7	1.7	2.7	1.7	11.3	5.3
Mount Pleasant	3.0	1.0	9.0	1.0	7.5	2.0
North End	8.5	2.0	9.0	2.5	32.0	4.0
Orient Heights	1.5	1.0	4.0	1.0	5.5	2.0
Parker Hill	6.5	2.0	6.5	2.5	22.5	5.0
Roslindale	5.5	3.5	9.5	3.0	19.0	7.5
South Boston	9.0	3.5	15.5	3.0	20.5	5.5
South End[n]	27.3	1.3	32.7	2.0	30.7	2.7
Uphams Corner	6.5	3.5	13.0	3.5	13.0	5.5
Washington Village	3.5	2.0	5.5	2.0	10.0	4.0
West Roxbury	6.5	3.0	4.5	2.5	30.0	6.5
Mean Averages	6.1	2.1	9.8	2.3	16.9	4.4

Branch Library	Friday[m] 3:30 Public	3:30 Staff	4:30 Public	4:30 Staff	5:30 Public	5:30 Staff
Adams Street	38.0	8.5	31.5	10.5	10.0	7.0
Allston[n]	17.3	7.3	15.7	7.3	4.7	6.7
Brighton[o]	28.0	6.0	25.0	6.0	7.0	4.5
Charlestown	40.0	5.5	50.0	6.5	14.0	6.0
Codman Square	41.0	10.0	37.0	9.5	13.5	6.0
Connolly	33.5	6.5	21.0	6.0	5.0	4.0
Dorchester	39.0	9.0	24.5	9.0	5.0	5.5
East Boston	47.0	8.0	24.0	8.0	5.5	6.0
Egleston Square	59.0	9.0	40.0	10.0	30.0	6.0
Faneuil	75.5	5.5	28.5	7.5	17.0	5.5
Hyde Park	25.5	6.5	11.0	6.5	5.5	5.5
Jamaica Plain	13.5	6.5	11.5	6.5	8.5	4.5
Lower Mills	24.0	5.0	13.0	5.5	5.5	4.0
Mattapan	80.0	8.0	47.5	8.0	19.0	7.0
Memorial	26.0	7.0	22.0	7.0	6.0	7.0
Mount Bowdoin[n]	38.7	7.0	17.3	7.0	6.0	4.3
Mount Pleasant	19.0	5.0	6.0	5.0	6.5	4.0
North End	44.5	6.5	16.0	5.5	14.5	4.5

APPENDIX V (continued)

Branch Library	Friday[m] 3:30 Public	3:30 Staff	4:30 Public	4:30 Staff	5:30 Public	5:30 Staff
Orient Heights	24.5	3.0	11.0	5.0	4.5	2.5
Parker Hill	33.5	6.0	32.0	6.0	8.5	3.5
Roslindale	97.0	10.5	91.0	11.0	15.5	6.0
South Boston	126.0	9.0	128.0	9.0	10.0	5.5
South End[n]	40.7	5.3	55.3	5.3	35.0	3.7
Uphams Corner	34.0	7.5	37.5	6.5	11.0	5.5
Washington Village	55.0	6.5	28.0	6.0	15.0	5.5
West Roxbury	36.0	9.0	21.5	9.0	11.0	5.5
Mean Averages	43.7	7.1	32.5	7.3	11.3	5.2

Branch Library	Saturday[p] 9:30 Public	9:30 Staff	10:30 Public	10:30 Staff	11:30 Public	11:30 Staff
Adams Street	5.5	7.5	13.5	7.5	19.5	7.5
Allston[q]	3.7	7.7	19.0	7.7	21.7	7.7
Brighton	4.0	4.0	7.0	5.0	13.5	5.0
Charlestown	8.5	4.5	25.0	4.5	29.0	5.0
Codman Square	10.5	4.0	51.5	6.5	108.0	6.5
Connolly	3.0	3.5	6.5	4.0	12.5	4.0
Dorchester	4.0	5.5	15.5	5.5	35.5	5.5
East Boston	4.0	2.0	9.0	2.0	12.0	2.0
Egleston Square	4.0	7.0	32.0	7.0	38.0	7.0
Faneuil	9.5	4.0	10.0	4.0	10.0	4.0
Hyde Park	7.0	5.5	19.0	6.5	22.0	6.5
Jamaica Plain	4.5	2.5	12.0	4.5	15.5	4.5
Lower Mills	3.5	4.5	2.0	4.5	9.5	4.5
Mattapan Memorial	21.0	6.0	23.5	6.0	38.5	6.0
Mount Bowdoin[q]	2.7	3.3	6.3	3.3	8.3	3.3
Mount Pleasant	1.0	4.5	1.5	4.5	3.5	4.5
North End	7.0	4.0	11.0	4.0	15.0	4.0
Orient Heights	2.0	2.0	6.5	2.0	12.5	2.0
Parker Hill	12.0	3.0	58.0	3.5	35.5	4.0
Roslindale	9.0	6.5	28.5	6.5	41.0	4.0
South Boston	10.5	4.0	19.0	4.0	30.5	4.0
South End[q]	16.3	3.3	17.0	3.3	21.0	3.3
Uphams Corner	1.5	4.0	10.5	4.0	16.5	4.0
Washington Village	5.0	5.0	10.5	5.0	14.0	5.0
West Roxbury	5.5	7.0	13.0	6.5	18.0	6.0
Mean Averages	6.6	4.6	17.1	4.9	24.0	4.8

APPENDIX V (continued)

Branch Library	Saturday[p] 12:30 Public	Staff
Adams Street	12.5	6.5
Allston[q]	8.0	7.7
Brighton	4.0	4.0
Charlestown	22.0	5.0
Codman Square	20.0	5.5
Connolly	8.5	4.0
Dorchester	22.5	5.5
East Boston	17.5	2.0
Egleston Square	21.5	7.0
Faneuil	10.0	4.0
Hyde Park	11.0	6.5
Jamaica Plain	17.0	4.5
Lower Mills	13.5	4.5
Mattapan	25.5	6.0
Memorial		
Mount Bowdoin[q]	7.7	3.0
Mount Pleasant	4.0	4.0
North End	6.0	4.0
Orient Heights	7.5	2.0
Parker Hill	7.0	4.0
Roslindale	35.0	6.5
South Boston	14.5	4.0
South End[q]	23.7	3.3
Uphams Corner	12.5	4.0
Washington Village	6.5	5.0
West Roxbury	19.0	7.0
Mean Averages	14.3	4.8

[a]Figures for Monday are the averages of data for October 15, 22, and 29; see note b for exceptions.

[b]Data for October 29 were not available; therefore, figures given are averages of data for two Mondays only.

[c]Data for Memorial Branch Library, which is open on Monday mornings, were omitted from the calculations.

[d]Figures for Tuesday are the averages of data for October 16, 23, and 30; see note e for exceptions.

[e]Data for October 30 were not available; therefore, figures given are averages of data for two Tuesdays only.

[f]Figures for Wednesday are the averages of data for October 17, 24, and 31; October 31 was Halloween; see note g for exceptions.

[g]Data for October 31 were not available; therefore, figures given are averages of data for two Wednesdays only.

[h]Figures for Thursday are the averages of data for October 18 and 25; see notes i, k, and l for exceptions.

[i]Data for November 1 were available; therefore, figures given are averages of data for three Thursdays.

[j]Data for Memorial Branch Library, which is open on Thursday mornings, were omitted from the calculations.

[k]Information regarding public attendance at 4:30 on October 25 were not available; therefore, the figure given is for one Thursday only.

[l]Data for attendance from 6:30 to 8:30 on October 25 were not available; therefore, the figures given are for one Thursday only.

[m]Figures for Friday are the averages of data for October 19 and 26; see notes n and o for exceptions.

[n]Data for November 2 were available; therefore, figures given are averages of data for three Fridays.

[o]Information regarding public attendance at 4:30 on October 26 was not available; therefore, the figure given is for one Friday only.

[p]Figures for Saturday are the averages of data for October 20 and 27; see note q for exceptions.

[q]Data for November 3 were available; therefore, figures given are averages of data for three Saturdays.

Source: Data from Division of Home Reading and Community Services, Boston Public Library.

VITA

Leonard Grundt is director of the library and assistant professor at Nassau Community College in Garden City, New York. Born in Brooklyn, New York in 1936, he received a B.A. magna cum laude in Economics from Brooklyn College in 1958, an M.S. in Library Service from Columbia University in 1960, and a Ph.D. in Library Service from Rutgers—The State University in 1965.

He has held positions at the Brooklyn College Library and the Free Public Library of Linden, New Jersey. In 1962-1963, he worked on a research project at the Boston Public Library, and in 1964-1965 was assistant director of the government-sponsored seminar to study problems affecting library service in metropolitan areas, held at Rutgers University.

After experience as a reference librarian in Library/USA at the New York World's Fair, in 1965 he joined the library staff of Nassau Community College, Garden City, New York, as assistant professor and coordinator of instructional services. In 1966 he was appointed deputy director of the library, and in September 1967 became director.

In addition to being a member of two honorary fraternities, Phi Beta Kappa and Beta Phi Mu, Dr. Grundt belongs to the American Library Association, New York Library Association, Nassau County Library Association, and the American Association of University Professors. He has been a contributor to various professional journals and books.

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